



375 North Shore Drive
Pittsburgh, Pennsylvania 15212

www.peoples-gas.com

Meagan Moore

Senior Attorney

Phone: 412-208-6527

Email: meagan.moore@peoples-gas.com

April 3, 2025

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – 2nd Floor
Harrisburg, PA 17120

Re: **M-2018-3003177 – Peoples Natural Gas Company LLC 2019-2024 USECP**
M-2020-3021343 – Peoples Gas Company LLC 2019-2024 USECP

Dear Secretary Chiavetta:

On behalf of Peoples Natural Gas Company LLC (“Peoples”), please find the attached Emergency Furnace Service Line Repair Report. This report is being filed in accordance with Items Eleven and Twelve in the November 9, 2023 Commission Order in the referenced dockets.

Please contact me or Rita Black (412) 208-6834 should you have any questions or require further information regarding this filing.

Very truly yours,



Meagan Moore

Cc via e-mail: Certificate of Service

**Peoples Natural Gas Company
LLC**

**Emergency Furnace Service Line Repair
(EFSLR)**

Program Year 2024

Emergency Furnace Service Line Repair

Program Description

The Peoples Natural Gas Co. Emergency Furnace Service Line Repair is a program designed to provide the repair and /or replacement of a home heating system and leaking residential gas lines (house line or outside line). The goal of this program is to ensure customers with limited incomes can maintain heating service.

The program served customers at or below 200% of the Federal Poverty Level and are the owners of their home. The program has the capacity to service renters at up to 25% of the program year budget. Twelve renters participated in 2024.

In 2024 CLEAResult Inc. served for the sixth consecutive year as the administrator of the program. CLEAResult Inc. used six vendors to implement the program. They ensured appropriate coverage of our service territory maintaining a timely and professional service.

The program served 318 clients and spent a total amount of \$1,327,741. This amount includes \$63,750 from the company shareholders. The following is the breakdown of the services offered.

- Furnace replacements – 115
- Boiler replacements – 18
- Furnace repairs – 68
- Boiler repairs – 8
- Service Line repairs – 39
- House Line repairs -49
- Water tank replacements –23

In 2024, Peoples screened customers who called for assistance in our Emergency Furnace Service Line Repair Program for possible participation in the Low Income Usage Reduction Program (LIURP), nine customers were referred to LIURP. Additionally, EFSLR clients are screened and referred when appropriate to LIHEAP, Dollar Energy Hardship Grant Fund (DEF) and our Customer Assistance Program (CAP).

Cost challenges and vendor constraints were experienced during the 2024 year, particularly in new furnaces and external gas leak repairs. Contractors reported increased expenses related to travel, insurance, and heating appliances, alongside ongoing labor shortages. A significant challenge remains the difficulty in securing certified gas line installer personnel, as reported by both vendors and program administrator. These factors collectively impact service delivery and program efficiency.

In addition, experience with difficult service line replacement jobs were encountered. In some cases new lines were placed to remedy the leak and company personnel from the design and field operation departments were engaged to determine a new location for the gas line. New line locations were identified when the current location was no longer in compliance with codes or too difficult to replace, as public stairways or buildings had been installed above the gas lines.

The Emergency Furnace Service Line Repair may consider the replacement or repair of water heaters in cases of vulnerable customer's needs, safety issues that come about during a furnace replacement, and/or as required by the replacement of a heating system, as eligible under this program.

In October of 2024, following the approval of Peoples base rate case, a change in the Rider was implemented by Peoples. Peoples and Peoples Gas Co. LLC are now combined into one Rider. All Peoples Gas Co. LLC jobs and customers are now included in this report for Peoples Natural Gas since October 2024 under the Peoples Rider.

Program spending for the completed program year:

Job Costs \$1,225,853

Adm Fee \$101,888

Projected spending for the current program year:

Job Costs \$1,335,000

Adm Fees \$165,000

Total jobs completed for the completed program year:

318

Total Jobs completed by category:

- Furnace replacements – 115
- Boiler replacements – 18
- Furnace repairs – 68
- Boiler repairs – 8
- Service Line repairs – 39
- House Line repairs -49
- Water tank replacements – 23

Projection of total completed jobs by category for the current program year:

- Furnace replacements – 150
- Boiler replacements – 25
- Furnace repairs – 80
- Boiler repairs – 15
- Service Line repairs – 50
- House Line repairs - 50
- Water tank replacements – 30

Average costs per job category for the completed program year:

- Furnace replacements – \$5,489
- Boiler replacements – \$10,055
- Furnace repairs – \$522
- Boiler repairs – \$564
- Service Line repairs – \$ 4,990
- House Line repairs - \$3,538
- Water tank replacements – \$3,149

In 2024 a Request for Proposal was opened for both the LIURP and Emergency Repair Program. The selected contractor, PEAK HomeIQ (an affiliate of Mincin), who serves other utilities within our region, started servicing Peoples on March 1st, 2025.

PEOPLES GAS Co. LLC
(Formerly Peoples TWP)

Emergency Furnace Service
Line Repair
(EFSLR)

Program Year 2024

Emergency Furnace Service Line Repair Program

Program Description

The Peoples Gas Co. LLC Emergency Furnace Service Line Repair program is designed to provide the repair and /or replacement of a home heating system and leaking residential gas lines (house line or outside line). The goal of this program is to ensure customers with limited incomes can maintain heating service.

In 2024 the company used CLEAResult Inc as the program administrator. This was the sixth year of CLEAResult Inc. serving in this capacity. The program administrator utilized three different vendors to service our customers. CLEAResult Inc. actively reviews the needs of our customers to ensure appropriate coverage of the service territory along with timely and professional service to our clients.

The program served homeowner customers at or below 200% of the Federal Poverty Level. The program is designed to utilize up to 25% of the annual budget to service renters. One renter participated in the program during 2024.

During the 2024 program year the program serviced 18 customers and spent a total amount of \$76,748 (including shareholders spending of \$11,250). The following is the breakdown of the services offered.

- Furnace replacements – 9
- Boiler replacements - 0
- Furnace repairs - 4
- Boiler repairs – 0
- House Line repairs – 2
- Service Line repairs – 2
- Water Tank replacement- 1

In 2024, the Company screened customers who called for assistance in our Emergency Furnace Service Line Repair for possible participation in the Low Income Usage Reduction Program (LIURP) seven eligible customers were referred to LIURP. Emergency Repair Program customers, because they demonstrate a need of an emergency repair service, are then quickly serviced by LIURP as they are demonstrating a need for repairs and improved energy efficiency measures. The customers are screened for possible eligibility for LIHEAP Grants, Dollar Energy Grants and/or participation in our Customer Assistance Program.

Cost challenges and vendor constraints were experienced during the 2024 year, particularly in new furnaces and external gas leak repairs. Contractors reported increased expenses related to travel, insurance, and heating appliances, alongside ongoing labor shortages. A significant challenge remains the difficulty in securing certified gas line installer personnel, as reported by both vendors and program administrator. These factors collectively impact service delivery and program efficiency.

The Emergency Furnace Service Line Repair may consider the replacement or repair of water heaters in cases of vulnerable customer's needs, safety issues that come about during a furnace replacement and/or as required by the replacement of a heating system, as eligible under this program.

In October of 2024, following the approval of Peoples base rate case, a change in the Rider was implemented by Peoples. Peoples and Peoples Gas Co. LLC are now combined into one Rider. All Peoples Gas Co. LLC jobs and customers are now included in the report for Peoples Natural Gas since October 2024. This is the final Peoples Gas Co. LLC Emergency Service Line Repair Report.

Program spending for the completed program year:

Adm Fee - \$5,908
Job Costs - \$70,840

Total jobs completed for the completed program year:

18

Total jobs completed by category:

Furnace replacements – 9
Boiler replacements - 0
Furnace repairs - 4
Boiler repairs – 0
House Line repairs – 2
Service Line repairs – 2
Water Tank replacement- 1

Average cost per job category for the completed program year:

Furnace replacements – \$5,673

Boiler replacements - 0

Furnace repairs – \$365

Boiler repairs – 0

House Line repairs – \$3,195

Service Line repairs – \$5,768

Water Tank replacement- \$3,295

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of § 1.54 (relating to service by a party).

VIA E-MAIL

Darryl Lawrence, Interim Consumer Advocate

Christy Appleby, Assistant Consumer Advocate
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1923

Email Address: Dlawrence@paoca.org

CAappleby@paoca.org

Allison Kaster, Director
Bureau of Investigation and Enforcement
P.O. Box 3265
Commonwealth Keystone Building
400 North Street, 2nd Floor
West Harrisburg, PA 17105

Email Address: akaster@pa.gov

Steve Gray, Senior Supervising Assistant
Small Business Advocate
Office of Small Business Advocate
300 North Second Street, Suite 1102
Harrisburg, PA 17101

Email Address: sgray@pa.gov

ra-sba@pa.gov

Elizabeth R. Marx, Esquire
Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101

Email Address:

PULP@pautilitylawproject.org

Lori Mohr, Director
Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105

Email Address: laumohr@pa.gov

Joseph Magee, Supervisor
Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105

Email Address: jmagee@pa.gov

Louise Fink Smith, Esq.
Pennsylvania Public Utility Commission
Law Bureau
P.O. Box 3265
Harrisburg, PA 17105


Email Address: finksmith@pa.gov

Norma Bowman
Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105

Email Address: nobowman@pa.gov

Joseph L. Vullo, Esq.
1460 Wyoming Avenue
Forty Fort, PA 18704
E-mail address: jlvullo@bvrrlaw.com

April 3, 2025



Meagan Moore
Attorney for
Peoples Natural Gas Company LLC