



**VIA EFILING**

September 2, 2025

Matthew Homsher  
Executive Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105

Re: Docket No. M-2014-2432515 – Peoples Natural Gas Company LLC 2015-2018 Universal Service and Energy Conservation Plan

Docket No. M-2018-3003177 – Peoples Natural Gas Company LLC Universal Service and Energy Conservation Plan for 2019-2024

Dear Secretary Homsher:

In accordance with the Final Order issued on December 17, 2015 by the Public Utility Commission in Docket Number M-2014-2432515, the Company is required to report on the Customer Assistance Program (CAP) expansion as follows:

*PNGC shall also file and serve its annual report regarding E-CAP customer participation, costs, payment compliance and balance impact at this docket. At a minimum, PNGC should invite all parties to this proceeding to discuss the results of this report and potential program modifications.*

Attached is the annual report which discusses the Ninth Year Results of the ECAP Program and provides a Discussion of Pilot E-CAP Status. Peoples will review this report and open discussion on Pilot suggestions, questions or comments at its next Universal Service Advisory Group meeting which will be held on July 26, 2023.

If you have any questions or concerns regarding this matter, please do not hesitate to contact the undersigned at (412) 208-6834 or Rita Black, Director, Community Assistance Programs at (412) 208-6530.

Very truly yours,

Jennifer L. Petrisek  
Sr. Counsel

## 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).

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Jennifer L. Petrisek

Dated this 2nd day of September, 2025.

**Pilot CAP Expansion Report – Peoples USECP at Dockets M-2018-3003177, M-2020-3021343, P-2020-3017641 and M-2014-2432515**

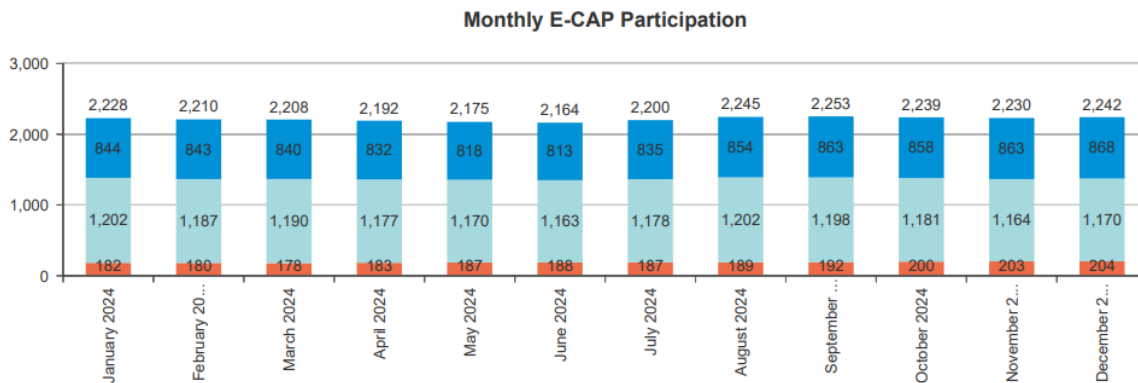
In compliance with the Final Order issued December 17, 2015 by the Public Utility Commission, the Company is required to report on the Pilot CAP expansion.

Pilot E-CAP Background

The Pilot E-CAP was designed to provide the affordability and Arrearage Forgiveness benefits of CAP to customers with incomes between 151 and 200% of Federal Poverty Levels. Customers at this income level are not eligible for LIHEAP, a significant source of energy assistance, but they are eligible for Dollar Energy Fund’s Hardship Program. They are additionally eligible for emergency assistance through the Company’s Emergency Furnace and Line Repair programs, and if special needs exist, LIURP. They are also eligible for assistance through CARES. The goal of the Pilot is to identify customers within this income segment that have accrued significant balances and for whom a typical payment arrangement, spreading the balance over a number of months and adding it to the effective budget amount, would be unaffordable. As a participant in E-CAP, when customers make their CAP payment, they receive Arrearage Forgiveness benefits equal to 1/36 of their pre-CAP balance. The CAP payment is based on 11% of household income or the budget amount for the account, whichever is lowest.

Participants in E-CAP are subject to the same enrollment procedures, recertification requirements and payment reviews as all traditional CAP participants (i.e. incomes less than 150% FPL). Following the Commission’s approval of the Pilot in its Final Order of December 17, 2015, the Company began enrollments in early 2016. As this Pilot has been available for almost a decade, enrollments gradually grew through the earlier years, reaching the 2,000 to 2,500 enrollment level which it has maintained for the last few years.

The chart below is reflective of participation levels on a monthly basis for 2024:



Ninth Year Results At year-end 2024, the total number of active participants in the Pilot CAP Expansion was 2,242. This figure includes 868 former Equitable Division customers, 1,170 former Peoples Division customers and 204 customers of Peoples Gas LLC (formerly Peoples TWP) as illustrated in the above

chart. Current enrollment is 2,564, representing the trend of 7% participation when compared to current total CAP enrollment of 36,793.

The CAP administrator carefully considers if it is appropriate to offer this program to individual customers and typically defines a significant balance as \$800 or more. If Dollar Energy Fund hardship grants are available, the customer must apply for the grant to reduce their balance, prior to entering CAP. On a regular basis, the CAP administrator reviews a list of all customers receiving a hardship grant to enroll customers in CAP if appropriate. For customers with income at or below 150% FPL, all accounts receiving a hardship grant are enrolled in CAP, regardless of account balance. For customers with incomes between 151 and 200% FPL, if the hardship grant exhausted the account balance, the account is not enrolled in E-CAP.

While some customers enroll directly into the Pilot CAP, we often see customers who begin receiving benefits in the traditional CAP, but their incomes have risen above 150%. The Pilot CAP allows these customers to continue to participate in Arrearage Forgiveness benefits while maintaining an affordable payment.

As with the traditional CAP program, the customer's calculated CAP payment will be based on percentage of income (11%) or budget amount, whichever is lower. Typically, this initial calculation results in the customer receiving a base CAP payment equal to the account budget payment.

Those who participated in the CAP Expansion program in 2023 received the following benefits:

Arrearage Forgiveness	\$227,417.59
CAP Credits	\$300,739.70

#### Pilot E-CAP Status

Peoples continues to see value in this pilot expansion of CAP as it fills an important need for those customers who do not qualify for assistance through LIHEAP. By offering Arrearage Forgiveness benefits that are promoted on the bill with the below message, CAP encourages regular payments.

**When you make your CAP payment, you will receive an additional credit of \$XX.XX towards your balance.**

Promotion of CAP through the Company's Education and Outreach Plan is focused on customers with incomes at or below 150% of FPL. Candidates for this Pilot are identified through applications to the Company's Hardship Fund or during interactions with Peoples' CSRs. Participants often have prior broken payment arrangements and/or long-term arrearage difficulties.

The Company will share this report with its Universal Service Advisory Group via email and will offer the opportunity for discussion, suggestions or questions at its next Advisory Group meeting which will be held on October 22, 2025.