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December 18, 2025

VIA ELECTRONIC FILING

Matthew Homsher, 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.
Universal Service and Energy Conservation Plan for 2024-2028
Docket No. M-2023-3039487**

Dear Secretary Homsher:

On December 9, 2025, the Public Utility Commission (“Commission”) entered an Order in Columbia Gas of Pennsylvania, Inc.’s (“Columbia”) base rate case at Docket No. R-2025-3053499, wherein it directed Columbia to update its Universal Service & Energy Conservation Plan for 2024-2028 (“USECP”) to reflect that Columbia conducts a monthly review of all Customer Assistance Plan accounts to ensure customers receive the most affordable rate. Enclosed for filing is a clean and red lined version of page 29 of Columbia’s USECP, which is made pursuant to Ordering Paragraph 20 of the aforementioned Order.

Should you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Candis A. Tunilo

cc: Parties of Record
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
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Any payments made in excess of the monthly CAP bill are applied to future CAP bills.

The Administrator reviews the application verifies the applicant's eligibility, confirms the payment amount, and enters information into Columbia data systems. Columbia mails a confirmation letter to the customer.

With customer approval, the Administrator, the Dollar Energy Fund will use income received for a First Energy CAP application to verify eligibility for Columbia's CAP.

Columbia's CAP plans are designed to be the most affordable (lowest) payment plan offered by Columbia. If at any time a customer's CAP payment exceeds the tariff budget, the account is reviewed by an Energy Assistance Specialist to determine if the customer's payment should be lowered or if the customer should be removed from the CAP program.

The company will review all CAP accounts monthly and will automatically enter the customer on the lowest option available. This is designed to ensure that customers who move from one address to another will continue to be provided the lowest CAP plan option at the new address.

Intake and Enrollment

External studies support the use of telephonic applications with the intention of increasing customer ease, efficiency, and the number of applications completed while also decreasing administrative costs. While telephonic applications are encouraged, customers also have the option of applying for CAP during an on-site intake appointment at a community-based agency or by completing and submitting a CAP application through the mail or on-line.

Columbia's Customer Service Representatives coordinate referrals to the agencies and the Administrator for the intake and processing of CAP applications. All customers, regardless of intake type, are required to provide supporting documentation.

On-site applications are generally recommended, but not required, for reconnection of service, when a Hardship Fund application is also needed, or when a customer is considered vulnerable and needs assistance completing the application and providing documentation. A customer always has the option of an on-site intake appointment or to complete an application on-line or on paper.

A non-CAP customer or applicant without service who has a balance from a prior account is required to pay no more than \$150, apply for all available energy assistance programs and complete a CAP application to restore service and enroll in CAP.

A removed CAP customer who is without service may be required to pay no more than

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The company will review all CAP accounts ~~quarterly~~ monthly and will automatically enter the customer on the lowest option available. This is designed to ensure that customers who move from one address to another will continue to be provided the lowest CAP plan option at the new address.

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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: December 18, 2025


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