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July 23, 2026

Via Electronic Filing

Matthew L. Homsher, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: PA PUC v. Philadelphia Gas Works (Base Rate Case) – Docket No. R-2025-3053112; and
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 Homsher:

On behalf of Philadelphia Gas Works (“PGW”), enclosed for electronic filing please find PGW’s Hardship Fund Outreach Plan and Letter. This is being filed in compliance with the settlement in PGW’s 2025 base rate case, as approved by the Commission’s Order dated October 9, 2025 at Docket No. R-2025-3053112 (Settlement ¶ G.12.a). Consistent with the settlement term, the Outreach Plan and Letter is being filed at both the rate case docket and at PGW’s Universal Service and Energy Conservation Plan (“USECP”) docket.

Please contact me with any questions or concerns. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

/s/ *Lauren M. Burge*

Lauren M. Burge

Enclosure

cc: Robert Hoaglund (robert.hoaglund@pgworks.com)
Certificate of Service (Email Only)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of the enclosed Hardship Fund Outreach Plan and Outreach Letter upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email Only

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Dated: July 23, 2026

/s/ *Lauren M. Burge*

Lauren M. Burge,
Esq. <mailto:pcicero@paoca.org>

Hardship Fund Outreach Plan

Philadelphia Gas Works

Docket No. R-2025-3053112

PGW submits this plan in compliance with the PUC Order dated October 9, 2025 at the above docket. Specifically, this report complies with Settlement Agreement¹ item ¶ G.12.a:

One Hardship Fund specific outreach will be developed at the next Universal Service Advisory Committee (USAC) meeting. The outreach plan will be filed at the Docket of this proceeding² and PGW's Universal Service and Energy Conservation Plan (USECP) docket.³

Development of Hardship Fund Outreach Letter

- PGW's first Universal Service Advisory Committee ("USAC") after receiving final PUC approval of its Settlement Agreement was on March 17, 2026.
- At this meeting, PGW discussed Settlement Agreement item ¶ G.12.a and led a comprehensive discussion on development of an outreach letter for PGW's Hardship Fund assistance program.
- After incorporating feedback from the March 17th USAC meeting, a draft outreach letter was sent out to USAC participants.
- PGW responded to the USAC on May 13th with the final letter incorporating feedback from the group. This letter is attached hereto.

Outreach Implementation

- PGW mailed 11,700 of the designed outreach letters between June 5, 2026 and June 11, 2026.
- The customer selection for this outreach focused on:
 - Customers who had their gas off, and
 - Customers with arrearages below \$1,500.
- The outreach selection was determined based on need due to the maximum grant amount allowed and necessity of customers having their gas turned back on.

¹ Settlement Agreement filed August 7, 2025 as part of Docket No. R-2025-3053112.

² PGW's 2025 Base Rate Case, Docket No. R-2025-3053112.

³ PGW's Universal Service and Energy Conservation Plan (USECP), Docket No. M-2021-3029323.

**PHILADELPHIA GAS WORKS**

800 West Montgomery Avenue • Philadelphia, PA 19122

July 23, 2026

{Customer Name}

{Address Line 1}

{Address Line 2}

RE: Account # {Account # }

Dear {Customer Name},

We're writing with good news—you *may* be eligible for **PGW's Hardship Funds Grant!** Worth up to \$1,500, the grant helps you maintain or restore gas service, if you have a termination notice, or your gas service is currently turned off.

You won't have to pay this grant back—it's 100% free assistance!

How to Apply: Visit one of the **Neighborhood Energy Centers** listed on the back of this letter. Make sure to bring: **Proof of income** for all household members over 18 (last 30 days or 12 months, whichever best represents your annual household income), and **Photo ID**.

To qualify you must meet **all** of the following requirements:

1. Meet the following household income guidelines:

Hardship Fund Grant Income Guidelines					
Household Size	1	2	3	4	each additional
Maximum Monthly Income	\$2,328	\$3,156	\$3,984	\$4,813	\$828
Maximum Annual Income	\$27,930	\$37,870	\$47,810	\$57,750	\$9,940

2. Apply for a LIHEAP/Crisis Grant if the LIHEAP program is open.
3. The amount needed to prevent shut-off or restore service must be \$0 after the Hardship Fund Grant is applied.
4. Have not received a Hardship Fund Grant in the last 12 months.
5. NOTE: You may be required to enroll in CRP at approval. CRP offers a discounted bill and debt forgiveness each month, helping you save hundreds annually. Learn more at PGWorks.com/CRP, or call us at 215-235-1000.

Para traducción en español, llame al 215-235-1000.

Sincerely,

Your Friends at PGW



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

Neighborhood Energy Centers

Neighborhood Energy Centers			
Energy Center	Service Area	Address	Phone
ACHIEVEability	West Philadelphia, Overbrook	5901 Market St, 19139	215-748-8800
Center in the Park	Northwest Philadelphia	5818 Germantown Ave, 19144	215-848-7722
Congreso De Latinos Unidos	North Philadelphia, Logan, Olney, and Nicetown	216 W Somerset St, 19133	215-763-8870
Dixon House (Greater Philadelphia Community Alliance)	South Philadelphia	1920 S 20 th St, 19145	215- 336-3511
Frankford Community Development Corporation (CDC)	Frankford, Lower Northeast	4667 Paul St, 19124	215-743-6580
Germantown Avenue Crisis Ministry (GACM)	Northwest Philadelphia	35 West Cheltenham Ave, 19144	215-843-2340
Greater Philadelphia Alliance Social Service Center (GPASS)	Olney, North Philadelphia	4943 N 5 th St, 19120	215-456-1662
Hispanic Association of Contractors & Enterprises (HACE) - Allegheny	Frankford, Kensington, Northeast Philadelphia	167 W Allegheny Ave, 19140	215-426-8025
Hispanic Association of Contractors & Enterprises (HACE) - Frankford	Frankford, Kensington, Northeast Philadelphia	4907 Frankford Ave, 19124	215-437-7867
Houston House (Greater Philadelphia Community Alliance)	South Philadelphia	2029 S 8 th St, 19148	215-468-1645
Hunting Park Community Revitalization Corporation	North Philadelphia, Nicetown, Logan, Olney	3760 N Delhi St, 19140	215-225-5560
New Kensington Community Development Corporation (CDC)	Frankford, Kensington, Northeast Philadelphia	2771 Ruth St, 19134	215-427-0350
Nicotown Community Development Corporation (CDC)	West Oak Lane, North Philadelphia, Nicetown, Olney, Logan	4300 Germantown, 19140	215-329-1824
Penn Asian Senior Services (PASSi)	City-wide	6926 Old York Road, 19126	215-572-1234
Philadelphia Chinatown Development Corporation (PCDC)	Chinatown	301-305 N 9 th St, 19107	215-922-6156
We Never Say Never	West Philadelphia, Overbrook, West Park	840 N 42nd Street, 19104	215-452-0440