

## **RESPONSES TO PUBLIC HEARING QUESTIONS PROVIDED AT THE DIRECTION OF THE HEARING EXAMINERS**

**Question PH-1:** I would like to offer a comment and question about why the electrification study is needed, since the City of Philadelphia is commissioning a study that will address similar questions. (Question of Mitch Chanin)

**Response:** The business diversification study will provide a roadmap for potential business model strategies that have revenue potential, reduce carbon and maintain PGW's workforce. The study will also review such issues as market/technology feasibility, cost and legal/regulatory feasibility.

The electrification study will address different factors that have not heretofore been analyzed and evaluated. Among other things, the study will focus on the whole system cost of electrification and will provide additional information needed to make an informed decision concerning this subject.

**Question PH-2:** Will PGW please address the extent to which provision is being made for meaningful involvement of the public in the electrification study and other activities of PGW. To clarify, this question pertains to the costs contemplated in the RFP for the electrification study beyond the work of the Public Advocate. (Question from Peter Winslow)

**Response:** Participation in the Gas Commission hearing process is the vehicle for public participation in setting the budget (including consulting expenditures). The PGC does not participate in the RFP process — nor does the public. The RFP will be posted for public inspection at the conclusion of the competitive selection process on PGW's procurement website; and the selected vendor will be identified on that website as well.

**Question PH-3:** I understand that CLS and other advocates have raised concerns about barriers that prevent PGW ratepayers, who are eligible for the CRP Program, from enrolling in the program. What would be the budget implications of reducing those barriers, so that all customers who meet the income guidelines can access the program. (Question from Mitch Chanin)

**Response:** The CRP program is administered subject to PUC regulation. CRP is a robust program that provides participants with a fixed, subsidized monthly bill that is based on the lower of a fixed percentage of income or an average bill. There is no cap on participation levels, every low income PGW customer is eligible to participate. Applications are currently accepted via mail or online, including through a smart phone or a computer, and all required documentation can be uploaded electronically. PGW provides language translation services through Language Line. In addition high use CRP customers can be selected for free in-home weatherization. PGW has recently petitioned for and received PUC approval to modify the CRP program. Starting this fall, the CRP program will provide an even lower CRP bill. In light of the current COVID-19 pandemic, PGW has also adjusted its requirements for CRP documentation for customers unable to obtain unemployment documentation, and is not removing customers for failing to complete the CRP re-certification process.

**Question PH-4:** How can be amounts for reconnection charges be reduced? (Question from Meenal Raval)

**Response:** Any modification to reconnection charges would require a change in the tariff by the Pennsylvania Public Utility Commission (PUC). PGW became subject to PUC regulation, effective July 1, 2000, pursuant to the Pennsylvania Natural Gas Choice and Competition Act (Gas Choice Act).

**Question PH-5:** Why isn't the budget filing in PDF searchable format? (Question from Meenal Raval)

**Response:** As a result of the COVID-19 pandemic, the FY 2021 Operating Budget and Five Year Forecast were filed electronically. PDF searchable formatting has not been required or utilized in the past and has not been necessary for budget review. PGW is prepared to modify its future filing as required by the Philadelphia Gas Commission.