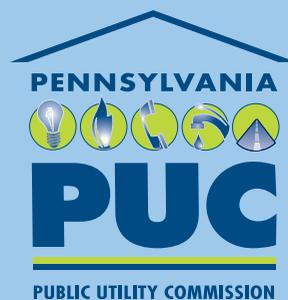


# Customer Service Performance Report

## 2013

Pennsylvania Electric & Natural  
Gas Distribution Companies

Pennsylvania Public Utility Commission  
Bureau of Consumer Services





# Customer Service Performance Report 2013

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## Introduction

This report<sup>1</sup> by the Public Utility Commission (PUC or Commission) presents quality of service data for the major electric distribution companies<sup>2</sup> (EDCs) and the major natural gas distribution companies<sup>3</sup> (NGDCs). The Electricity Generation Customer Choice and Competition Act<sup>4</sup> and the Natural Gas Choice and Competition Act<sup>5</sup> require the EDCs and NGDCs to maintain, at a minimum, the levels of customer service that existed prior to the effective dates of the acts. In response, the Commission took steps to ensure the continued provision of high-quality customer service through the implementation of regulations that require the EDCs<sup>6</sup> and the NGDCs<sup>7</sup> to report statistics on important components of customer service, including: telephone access to the company; billing frequency; meter reading; timely response to customer disputes; and the level of customer satisfaction with the company's handling of recent interactions with its customers.<sup>8</sup>

NGDCs that serve fewer than 100,000 residential accounts are not required to report the same statistics as the larger companies. The smaller NGDCs must perform mail surveys of customers who contact them and report the survey results to the Commission. The smaller NGDCs surveyed their customers in 2013 and sent the results in 2014. The Bureau of Consumer Services (BCS) has summarized the information supplied by the EDCs and NGDCs, as well as the survey data supplied by the survey company, into the charts and tables that appear on the following pages.

The reporting requirements<sup>9</sup> include a provision that BCS is to report to the Commission various statistics associated with informal consumer complaints and payment agreement requests (PARs) filed with the Commission. BCS is to report a "justified consumer complaint rate," a "justified PAR rate," "the number of informally verified infractions of applicable statutes and regulations" and an "infraction rate" for the EDCs and NGDCs. A justified informal consumer complaint is a complaint where the BCS has determined that the utility did not follow Commission procedures or regulations. The justified informal consumer complaint rate is the number of justified, informal, residential consumer complaints per 1,000 residential customers, as determined by the BCS. A PAR is justified where a utility did not follow Commission negotiation procedures or regulations. The justified rate is the number of justified complaints or PARs, as determined by the BCS, from residential customers per 1,000 residential customers. An informally verified infraction is an apparent misapplication of Commission statutes or regulations as determined by the BCS through its examination of information obtained as part of its review of informal consumer complaints and PARs. The infraction rate is the number of informally verified infractions, as determined by BCS, per 1,000 residential customers. These statistics also are important indicators of service quality.

BCS has calculated and reported these rates for a number of years in the annual report, Utility Consumer Activities Report and Evaluation: Electric, Gas, Water and Telephone Utilities (UCARE). BCS will

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<sup>1</sup> This report fulfills the requirements of 52 Pa. Code § 54.156 and 52 Pa. Code § 62.37

<sup>2</sup> Duquesne Light Co. (Duquesne); PPL Electric Utilities Corporation (PPL); PECO Energy Co. (PECO); UGI Utilities Inc. (UGI-Electric); and the FirstEnergy companies –Metropolitan Edison Co. (Met-Ed), Pennsylvania Electric Co. (Penelec); Pennsylvania Power Co. (Penn Power) and West Penn Power Co. F.K.A. Allegheny Power Co. (West Penn)

<sup>3</sup> Columbia Gas of Pennsylvania Inc. (Columbia); Equitable Gas Co. (Equitable); National Fuel Gas Co. (NFG); Peoples Natural Gas Co. (Peoples); Philadelphia Gas Works (PGW); UGI Penn Natural; and UGI Utilities Inc. (UGI-Gas) (See page 5, Treatment of PECO Energy)

<sup>4</sup> 66 Pa. C.S. §§ 2801-2812

<sup>5</sup> 66 Pa. C.S. Chapter 22

<sup>6</sup> Rulemaking on EDC Reporting Requirements for Quality of Service Benchmarks and Standards final on April 23, 1998. Reporting began in 1999.

<sup>7</sup> Rulemaking on NGDC Reporting Requirements for Quality of Service Benchmarks and Standards final Jan. 12, 2000. Reporting began in 2001.

<sup>8</sup> §§ 54.151- 54.156 for EDCs and §§ 62.31-62.37 for NGDCs

<sup>9</sup> § 54.155 and § 62.36

report the 2013 rates noted above in the 2013 UCARE report. The report offers detailed descriptions of each of these measures, as well as a comparison with performance statistics from the previous year. Access to the 2013 Utility Consumer Activities Report and Evaluation, and the 2013 Report on Pennsylvania's Electric and Natural Gas Distribution Companies Customer Service Performance, is available on the Commission's website, [www.puc.pa.gov](http://www.puc.pa.gov), under the link for filings and resources.

## I. Company-Reported Performance

In accordance with Reporting Requirements for Quality of Service Benchmarks and Standards (quality of service reporting requirements), the EDCs and the NGDCs reported statistics for 2013 regarding telephone access, billing, meter reading and disputes not responded to within 30 days. For each of the required measures, the companies report data by month and include a 12-month average.

With the exception of the telephone access statistics and the small business bill information, the required statistics directly relate to the regulations in 52 Pa. Code Chapter 56 Standards and Billing Practices for Residential Utility Service.

### Treatment of PECO Energy

Historically, the Customer Service Performance Report has presented PECO statistics with the EDCs, although PECO's statistics include data for both the company's electric and natural gas accounts. PECO has three categories of customers: electric only, gas only and those receiving both electric and gas service. The company is not able to separate and report the data by gas and electric accounts. For example, PECO's gas and/or electric customers contact the same call center and receive only one bill per billing period. However, customers receiving electric and natural gas from PECO have two separate meters, and the company must read each one. Starting with 2004 data, the report presents PECO's natural gas meter-reading statistics with the NGDCs separately from the company's electric meter-reading statistics.

### Treatment of the FirstEnergy Companies: West Penn Power, Met-Ed, Penelec, and Penn Power

With PUC approval on Feb. 24, 2011, West Penn Power subsequently joined Metropolitan Edison (Met-Ed), Pennsylvania Electric (Penelec) and Penn Power as operating subsidiaries of FirstEnergy.

This report treats the four FirstEnergy companies as separate companies, except for the telephone access section (pages 5 through 12). In that section, at the request of FirstEnergy, Met-Ed, Penelec and Penn Power data is presented as FirstEnergy because the companies use the same call center routing and reporting platform. West Penn Power transitioned to the FirstEnergy system in April 2012; however, due to the commitments made in the merger, FirstEnergy tracks and reports West Penn Power separately. Therefore, West Penn Power's data in the telephone access section is presented separately from the other FirstEnergy companies.

## A. Telephone Access

The quality of service reporting requirements for both the EDCs and the NGDCs include telephone access to a company because customers must be able to readily contact their EDC or NGDC with questions, complaints and requests for service, and to report service outages and other problems. Attempted contacts to a call center initially have one of two results: They are either "received" by the company, or they receive a busy signal and thus are not "received" by the company. Calls in the "busy-out rate" represent those attempted calls that received a busy signal or message; they were not "received" by the company because the company lines or trunks were at capacity.

For the calls that are "received" by the company, the caller has several options. One option is to choose to speak to a company representative. When a caller chooses this option, the caller enters a queue to begin a waiting period until a company representative is available to take the call. Once a call enters the queue, it can take one of three routes: it will either be abandoned (the caller chooses not to wait and disconnects the call); it will be answered within 30 seconds; or it will be answered in a time period that is greater than 30 seconds. The percent of those calls answered within 30 seconds is reported to the Commission.

In order to produce an accurate picture of telephone access, the companies must report three separate measures of telephone access: 1) percent of calls answered within 30 seconds; 2) average busy-out rate; and 3) call abandonment rate. Requiring three separate measures averts the possibility of masking telephone access problems by presenting only one or two parts of the total access picture. For example, a company could report that it answers every call in 30 seconds or less. If this were the only statistic available, one might conclude that the access to the company is very good. However, if there are only a few trunk lines into this company's call distribution system, other callers attempting to contact the company will receive a busy signal once these trunks are at capacity. The callers that get through wait 30 seconds or less for someone to answer, but a large percentage of customers cannot get through to the company; thus, telephone access is not very good at all. Therefore, it is important to look at both percent of calls answered within 30 seconds and busy-out rates to get a clearer picture of the telephone access to the EDC or NGDC.

The third measurement, call abandonment rate, indicates how many customers drop out of the queue of customers waiting to talk to a company representative. A high call abandonment rate is most likely an indication that the length of the wait to speak to a company representative is too long. Statistics on call abandonment are often inversely related to statistics measuring calls answered within 30 seconds. For the most part, the companies answering a high percent of calls within 30 seconds have low call abandonment rates, and those answering a lower percent of calls within 30 seconds have higher call abandonment rates. The 2011-13 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2011-13 data reported by the NGDCs, for the most part, conform to this relationship.

This report presents the EDC and NGDC statistics on telephone access in the following three charts:

- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

## 1. Busy-Out Rate

The Commission's regulations<sup>10</sup> require EDCs to report to the Commission the average busy-out rate for each call center or business office, as well as a 12-month cumulative average for the company. Similarly, NGDCs are required<sup>11</sup> to report the average busy-out rate. Each regulation defines busy-out rate as the number of calls to a call center that receive a busy signal divided by the total number of calls received at a call center. For example, a company with a 10 percent average busy-out rate means that 10 percent of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90 percent of the customer calls were received by the company. If the company has more than one call center, it is to supply the busy-out rates for each center, as well as a combined statistic for the company as a whole.

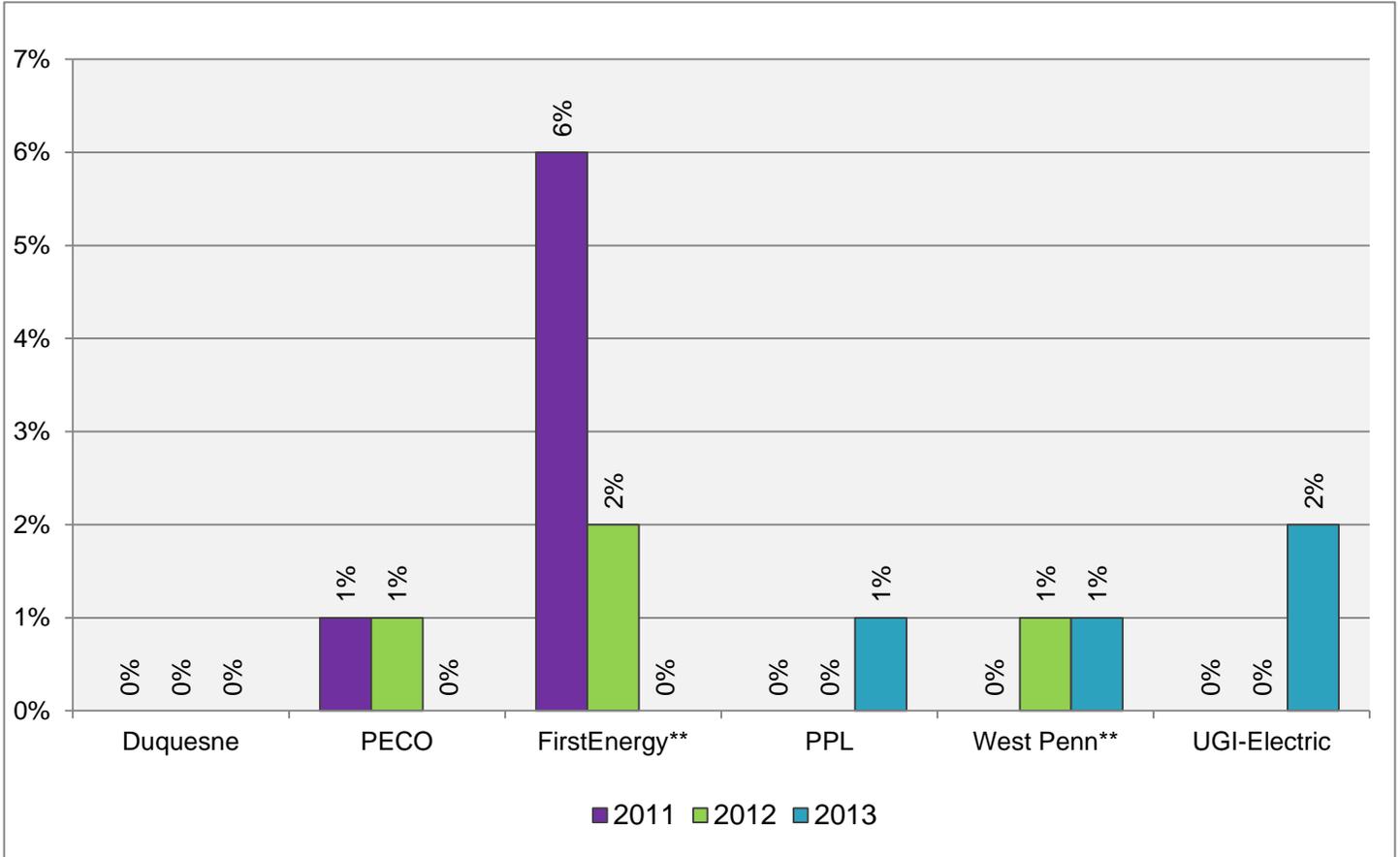
The following chart presents the combined busy-out rate for each major EDC during the three year period 2011, 2012 and 2013. The second chart presents the combined busy-out rate for each major NGDC during 2011, 2012 and 2013.

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<sup>10</sup> § 54.153(b)(1)(ii)

<sup>11</sup> § 62.33(b)(1)(ii)

## EDCs Busy-Out Rate\* 2011-13

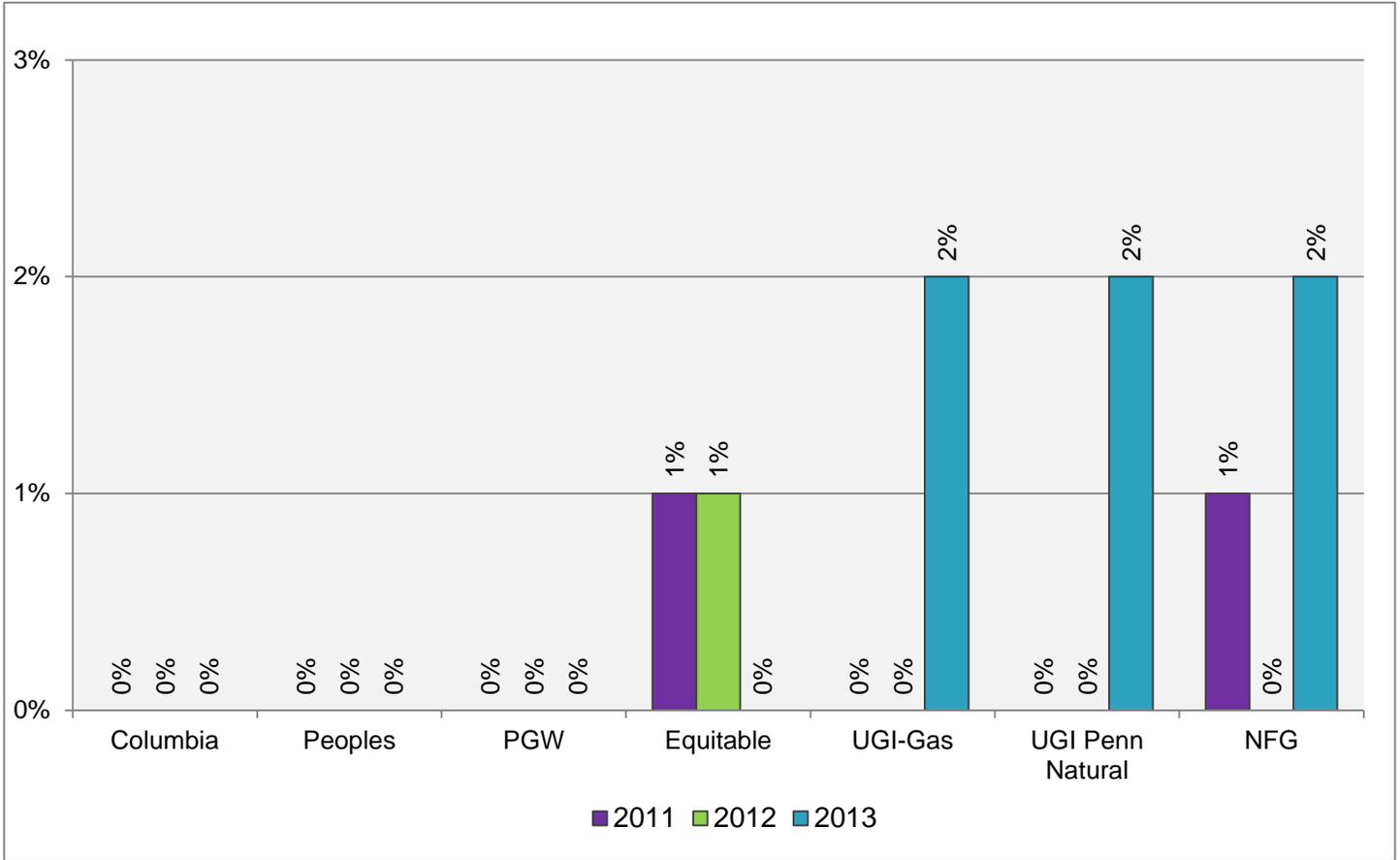


\*12-month average. If the 12-month average is less than 1 percent, it is shown on the chart as 0 percent.

\*\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

Four of the six EDCs reported a 2013 busy-out rate that is better than or equal to the 2012 rate, one company reported an increase to 1 percent and another to 2 percent. According to FirstEnergy, daily proactive monitoring of its inbound lines allowed better control of busy outs during 2013. UGI-Electric explained that its average busy-out rate was affected by three months in which the busy-out rate was abnormally high due to phone carrier issues. The company stated that "though it has a back-up continuity plan, it provides service at a decreased level."

## NGDCs Busy-Out Rate\* 2011-13



\*12-month average. If the 12-month average is less than 1 percent, it is shown on the chart as 0 percent.

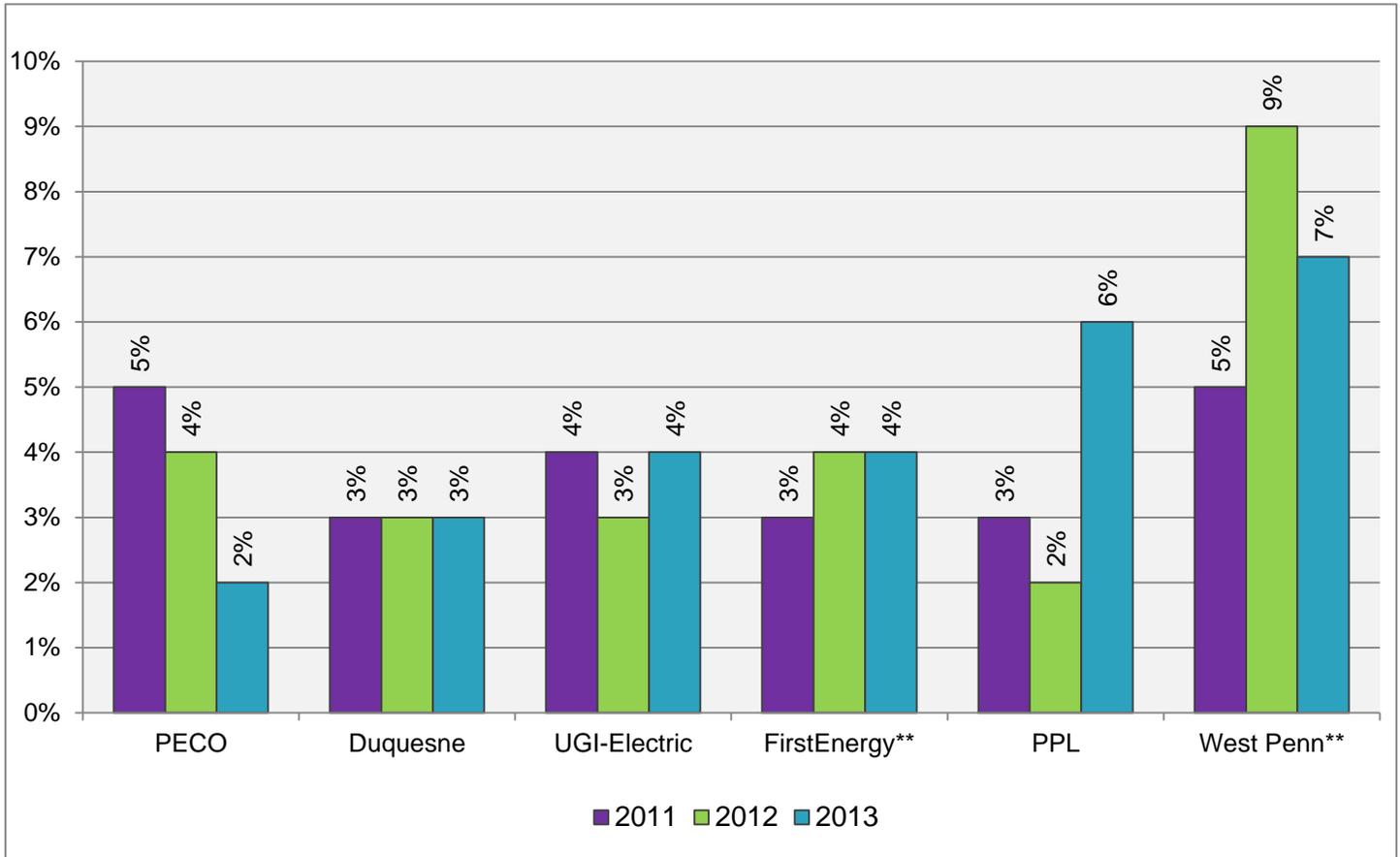
Equitable is the only company that shows an improved busy-out rate in 2013. Three of the NGDCs maintained their busy-out rate from 2012 to 2013. Three of the companies reported higher busy-out rates in 2013. NFG explained its decline in telephone answering statistics to a 6 percent increase in call volume in 2013. The UGI companies attributed the increase in the average busy-out rate to three months in 2013 during which the busy-out rate was abnormally high due to phone carrier issues.

### 2. Call Abandonment Rate

The EDCs and NGDCs are required to report to the Commission the average call abandonment rate for each call center, business office or both. The call abandonment rate<sup>12</sup> is the number of calls to a company's call center that were abandoned divided by the total number of calls that the company received at its call center or business office. For example, an EDC with a 10 percent call abandonment rate means that 10 percent of the calls received were terminated by the customer prior to speaking to an EDC representative. As the time that customers spend "on hold" increases, they have a greater tendency to hang up, raising the call abandonment rates. If the EDC or NGDC has more than one call center, it is to supply the call abandonment rates for each center, as well as a combined statistic for the company as a whole.

<sup>12</sup> § 54.152 and § 67.32

## EDCs Call Abandonment Rate\* 2011-13

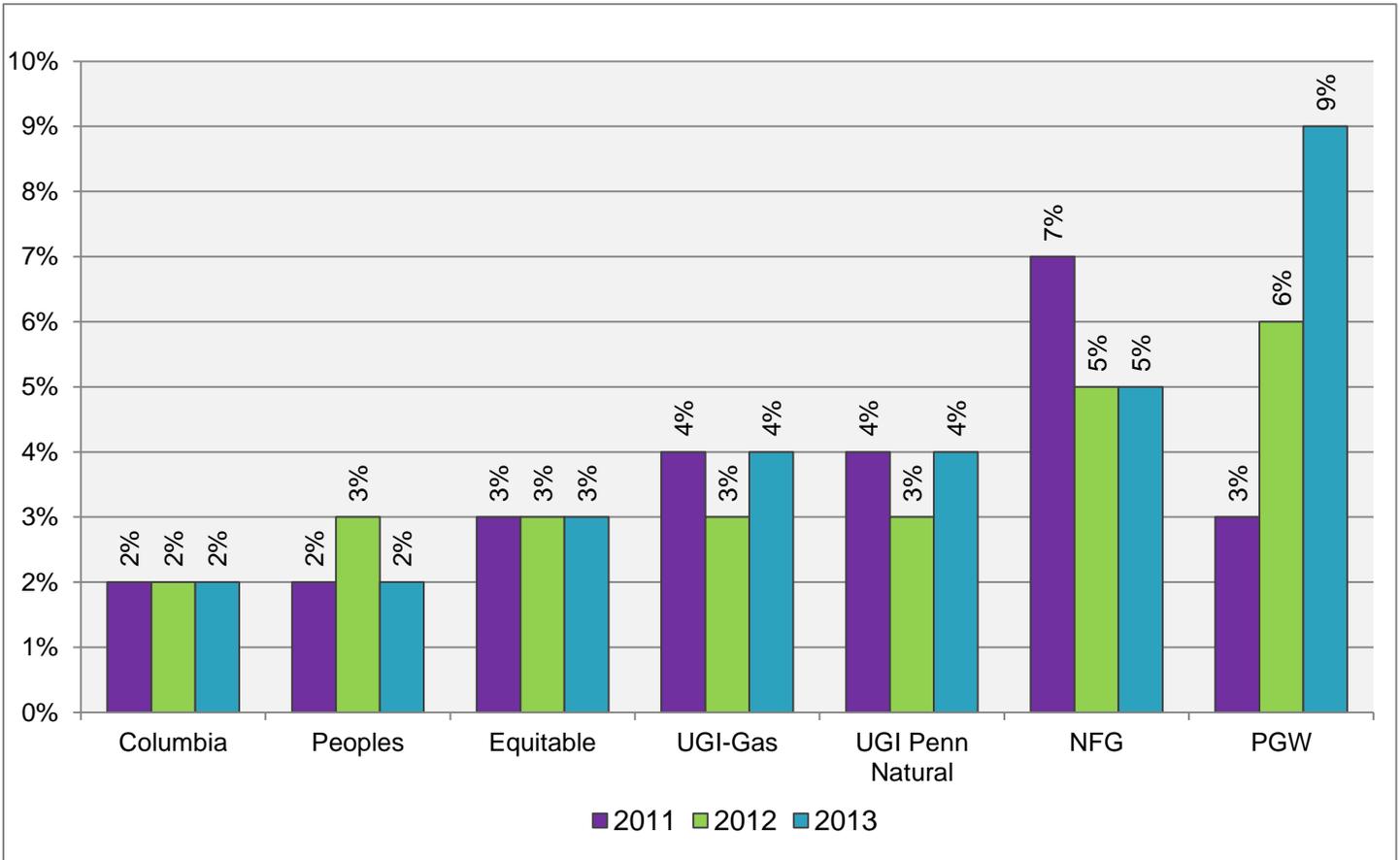


\*12-month average.

\*\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

The above statistics show that two EDCs maintained their call abandonment rate from 2012 to 2013. PECO and West Penn reported an improved call abandonment rate. UGI-Electric and PPL reported a decline in this measure. PPL explained that a large call volume attributable to additional collection efforts affected PPL Electric's 2013 phone metrics.

## NGDCs Call Abandonment Rate\* 2011-13



\*12-month average.

Peoples' call abandonment rate improved from 3 percent in 2012 to 2 percent in 2013. The call abandonment rate remains the same in 2013 as in 2012 for Columbia, Equitable and NFG. UGI-Gas, UGI Penn Natural Gas and PGW reported a decline in this measure. PGW attributed its increase in the average call abandonment rate in 2013 to a reduced staff of customer service representatives (CSRs) in the call center. This is the second year in a row that PGW has experienced a decline in access due to staffing issues. The company explained that it has hired a "new class of CSRs" in order to assist in improving its call center staffing levels.

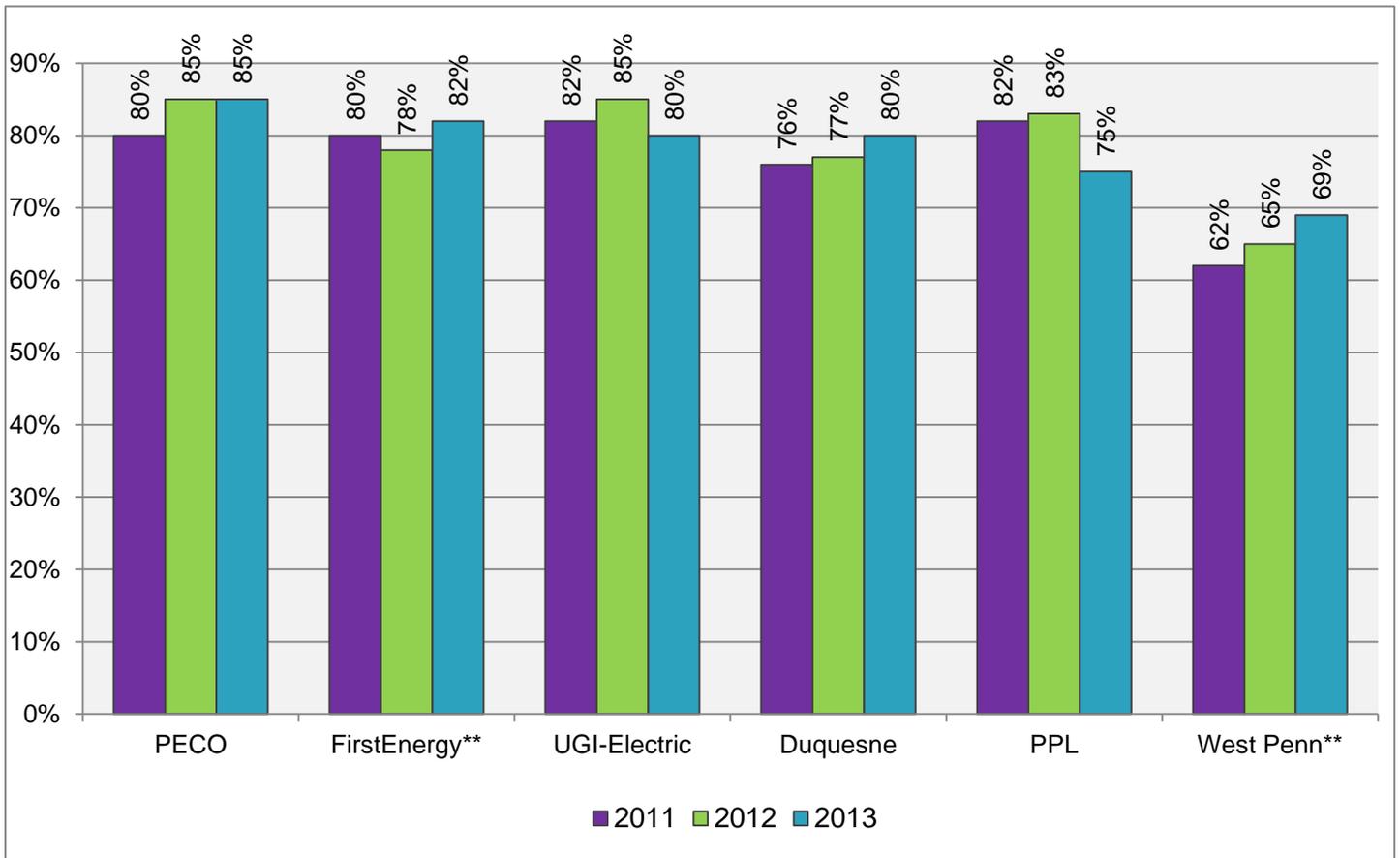
### 3. Percent of Calls Answered Within 30 Seconds

Each EDC and major NGDC is to "take measures necessary and keep sufficient records" to report the percent of calls answered within 30 seconds or less at the company's call center.<sup>13</sup> The section specifies that "answered" means a company representative is ready to render assistance to the caller.

An acknowledgement that the consumer is on the line does not constitute an answer. If a company operates more than one call center (a center for handling billing disputes and a separate one for making payment agreements, for example), the company is to provide separate statistics for each call center and a statistic that combines performance for all the call centers.

<sup>13</sup> Pursuant to the quality of service reporting requirements at § 54.153(b) and § 62.33(b)

## EDCs Percent of Calls Answered Within 30 Seconds\* 2011-13



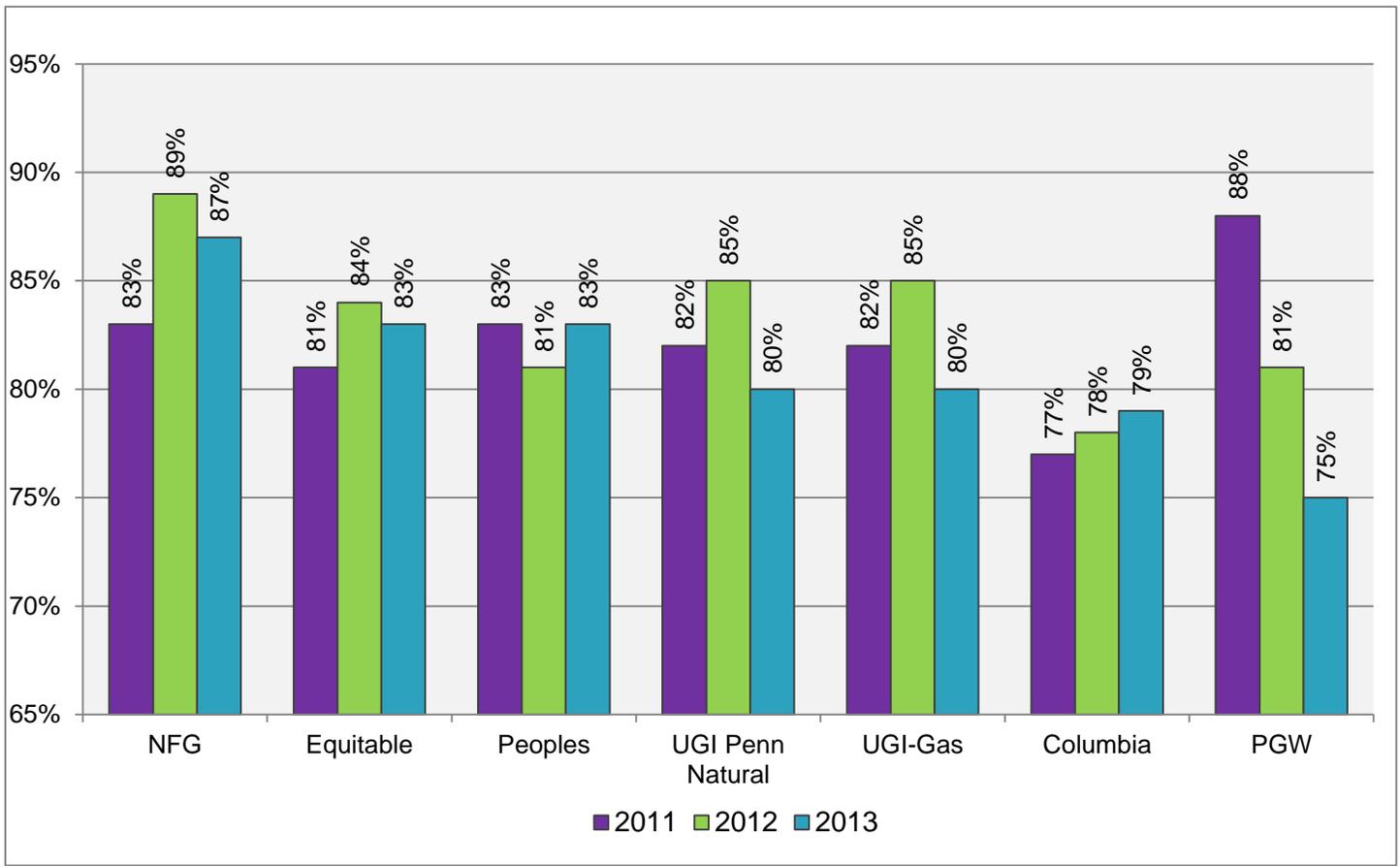
\*12-month average.

\*\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

The 2013 results show improved access for three of the EDCs. Four of the companies reported an access level of 80 percent or higher. The FirstEnergy companies — Met-Ed, Penelec and Penn Power — improved, bringing this measure from 78 percent in 2012 to 82 percent in 2013. UGI-Electric and PPL each reported a decline in this measure. The FirstEnergy companies said they have continued to virtualize more call types across the centers and that “this, in conjunction with daily monitoring of staffing levels and call routing, has helped to drive improvement in 2013.” PPL reported the biggest change, dropping from 83 percent in 2012 to 75 percent in 2013. PPL explained that the primary driver behind the decrease in performance was collection-related. According to PPL, in 2013, residential overdue balances for PPL Electric did not follow the normal trend of growing then dropping off, starting in April, and instead continued to grow through June. The Company implemented additional collection efforts, including more shut-offs, which resulted in a significant number of customer phone calls. PPL further explained that this large call volume, in turn, affected its 2013 phone metrics. However, the company saw a return to normal levels by October 2013. West Penn shows improvement in this metric. The company pointed out that it is focused “on achieving and maintaining the goal of answering 70 percent of calls within 30 seconds by February 2016, consistent with the Merger Agreement with FirstEnergy.”

The average of the six EDCs is 79 percent of calls answered within 30 seconds. In 2013, four of the EDCs reported averages at or above 80 percent.

## NGDCs Percent of Calls Answered Within 30 Seconds\* 2011-13



\*12-month average.

The percent of calls answered within 30 seconds varies depending on call volume and the number of employees available to take calls. Two of the NGDCs reported improved rates in 2013. Five of the NGDCs reported decreases in 2013.

Peoples noted that its call center continued to realize improvements in the Service Level over 2012. Peoples attributed these results to “continued stabilization of our systems and the growth and experience of the Call Center workforce.” PGW again reported a decrease in this metric, from 81 percent of calls answered within 30 seconds in 2012 to 75 percent in 2013. PGW attributed this reduction to a reduced number of CSRs on staff in the call center, as well as a higher percentage of CSRs with a year or less of experience in call center service and a higher call volume. PGW added that it has “since hired a new class of CSRs in order to assist in improving its call center staffing levels.” According to NFG, its slight decline in this metric is due primarily to a 6 percent increase in call volume in 2013.

The average of the seven NGDCs for 2013 is 81 percent of calls answered within 30 seconds. This is a decline from the 2012 average of 83 percent and the 2011 average of 82 percent. In 2013, five of the NGDCs reported averages at or above 80 percent.

## B. Billing

A utility is to render a bill once every billing period to all customers.<sup>14</sup> The customer bill is often the only communication between the company and its customer, thus underscoring the need to produce and send this fundamental statement to customers at regular intervals. When a customer does not receive a bill each month, it frequently generates consumer complaints to the company and sometimes to the Commission. The failure of a company to render a bill once every billing period also adversely affects collections performance.

### 1. Number and Percent of Residential Bills Not Rendered Once Every Billing Period

The EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render.<sup>15</sup> The following tables present the average monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2011, 2012 and 2013.

#### Number and Percent\* of EDC Residential Bills Not Rendered Once Every Billing Period

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	1	.00%	0	.00%
Met-Ed	37	.01%	54	.01%	64	.01%
Penelec	76	.02%	48	.01%	62	.01%
Penn Power	6	.00%	10	.01%	9	.00%
PPL	274	.02%	189	.02%	118	.01%
PECO	278	.02%	46	.00%	81	.01%
UGI-Electric	9	.02%	7	.01%	6	.01%
West Penn	32	.00%	172	.03%	94	.02%

\*12-month average.

Five of the EDCs reported an improvement in this average from 2012 to 2013. West Penn saw a decrease in this measure from a 12-month average of 172 in 2012 to a 12-month average of 94 in 2013. Penn Power also reported a slight improvement in this metric. The other two FirstEnergy companies, Met-Ed and Penelec, reported an increase in the average number of bills not rendered once every billing period. All FirstEnergy companies report that “the main reasons that prevent the billing department from issuing monthly bills are the same as those cited in 2012 and are as follows: pending removal of service; cancelled removal of service; consumption on vacant accounts (COVA) with a backdated move-in for the new customer; meter exchanges errors in the system; field investigation of meter info or meter readings; finagling/removal of Outdoor Area Light or power guard; reversal of move-out; backdated move-in per customer request; installation of meter for new construction where meter route has not been assigned and rerouting.”

<sup>14</sup> Pursuant to 66 Pa.C.S. § 1509 and Standards and Billing Practices for Residential Utility Service (§ 56.11)

<sup>15</sup> Pursuant to § 54.153(b)(2)(i) and § 62.33(b)(2)(i)

PPL also saw a decrease from an average of 189 in 2012 to 118 in 2013. PPL Electric identifies “system enhancements, process changes and additional IT support” as the primary contributors to improvement in performance.” PECO Energy explained that its increase in the average number of bills not rendered is a result of “supplier billing and billing associated with an AMI (Advanced Metering Infrastructure)” installation.

### Number and Percent\* of NGDC Residential Bills Not Rendered Once Every Billing Period

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
Equitable	4	.00%	2	.00%	2	.00%
NFG	39	.02%	2	.00%	2	.00%
Peoples	49	.01%	24	.01%	1	.00%
PGW	29	.01%	34	.01%	14	.00%
UGI-Gas	3	.00%	6	.00%	8	.00%
UGI Penn Natural	2	.00%	1	.00%	1	.00%

\*12-month average.

Two of the NGDCs show a decrease in the average number of bills not rendered and one NGDC shows an increase from 2012 to 2013. Columbia noted that for the third consecutive year, it “did not have any deferred billings for its residential or small commercial customers.” Columbia noted that “the installation of AMRs (Automatic Meter Reading) and process changes made to its bill investigation practices has resulted in improved accuracy and timely billing of customer accounts.”

## 2. Number and Percent of Bills to Small-Business Customers Not Rendered Once Every Billing Period

Quality of service reporting requirements for both the EDCs and the NGDCs require that companies report the number and percent of small-business bills the companies failed to render.<sup>16</sup> The EDC regulations define<sup>17</sup> a small-business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months. The NGDC regulations define<sup>18</sup> a small-business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 thousand cubic feet (Mcf). The tables on the following page show the average number and percent of small-business customers the major EDCs and NGDCs did not bill according to statute.

<sup>16</sup> 66 Pa.C.S. § 1509

<sup>17</sup> 52 Pa. Code § 54.152

<sup>18</sup> 52 Pa. Code § 62.32

## Number and Percent\* of EDC Bills to Small-Business Customers Not Rendered Once Every Billing Period

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	1	.00%	0	.00%
Met-Ed	16	.02%	14	.02%	15	.02%
Penelec	26	.03%	19	.02%	21	.03%
Penn Power	2	.01%	4	.02%	14	.07%
PPL	106	.06%	64	.04%	40	.02%
PECO	91	.06%	39	.03%	48	.03%
UGI-Electric	3	.05%	3	.04%	3	.04%
West Penn	7	.01%	160	.19%	25	.03%

\*12-month average.

Three of the EDCs--Duquesne, PPL and West Penn--reported an improvement in this performance metric from 2012 to 2013. Met-Ed, Penelec and PECO reported an increase in the average reported the previous year. As it explained for the increase in residential bills not rendered, PECO Energy said that its increase in the average number of bills not rendered is a result of "supplier billing and billing associated with an AMI" installation.

## Number and Percent\* of NGDC Bills to Small-Business Customers Not Rendered Once/Billing Period

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
Equitable	1	.00%	0	.00%	0	.00%
NFG	0	0%	0	0%	0	.00%
Peoples	2	.01%	0	.00%	0	0%
PGW	2	.12%	3	.13%	1	.01%
UGI-Gas	1	.00%	3	.01%	4	.01%
UGI Penn Natural	2	.01%	2	.01%	1	.01%

\*12-month average.

PGW and UGI Penn Natural reported an improved average in the number of bills not rendered to small-business customers. UGI-Gas reported a slightly higher average. The average reported by the remaining four NGDCs did not change.

## C. Meter Reading

Regular meter reading is important in order to produce accurate bills for customers who expect to receive bills based on the amount of electricity or natural gas they have used. Actual meter readings can be obtained by physically accessing and visually inspecting a meter, through devices that permit direct interrogation of the meter, or through AMR devices. The Commission's experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. The Commission has expressed its concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might, under competition, reduce the level of service.<sup>19</sup> The quality of service reporting requirements include three measures of meter-reading performances that correspond with the meter-reading requirements.<sup>20</sup>

### 1. Number and Percent of Residential Meters Not Read By Company or Customer in Six Months

A utility may estimate the bill of a residential customer if personnel are unable to gain access to obtain an actual meter reading.<sup>21</sup> However, at least every six months, the utility must obtain an actual meter reading or customer-supplied reading to verify the accuracy of prior estimated bills. EDCs are required<sup>22</sup> to report the number and percent of residential meters they have not read.

#### Number and Percent\* of EDC Residential Meters Not Read by Company or Customer in Six Months

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	4	.00%	0	.00%	0	.00%
Met-Ed	331	.07%	95	.02%	315	.07%
Penelec	228	.05%	20	.00%	55	.01%
Penn Power	30	.02%	15	.01%	22	.02%
PPL	42	.00%	29	.00%	39	.00%
PECO	11	.00%	10	.00%	32	.00%
UGI-Electric	0	.00%	2	.00%	1	.00%
West Penn	280	.04%	2135	.35%	879	.14%

\*12-month average.

As shown above, UGI-Electric and West Penn Power show improvement. West Penn Power said it has made "significant improvement in both categories for the number of meters not read in 2013 compared to 2012, and the management team will continue focusing on obtaining actual reads on accounts and notifying customers of access issues." West Penn Power said, "To assist the meter-reading management teams in reducing meters not read in six and 12 months, an enhanced estimate reporting process will be fully implemented in 2014." The other FirstEnergy companies reported an increase in the average number of meters not read by the company or customer in six months, with Met-Ed reporting the biggest increase.

<sup>19</sup> Final Rulemaking Orders establishing Reporting Requirements for Quality of Service Benchmarks and Standards (L-00000147 and L-970131).

<sup>20</sup> § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).

<sup>21</sup> § 56.12(4)(ii).

<sup>22</sup> § 54.153(b)(3)(i), 56.12(4)(ii).

According to the comments from the FirstEnergy companies, “an enhanced estimate-reporting process will be fully implemented in 2014 to assist the meter-reading management teams in reducing meters not read in six and 12 months.”

## Number and Percent\*of NGDC Residential Meters Not Read by Company or Customer in Six Months

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Columbia	551	.14%	94	.02%	10	.00%
Equitable	4	.00%	0	0%	0	.00%
NFG	506	.26%	435	.22%	472	.24%
PECO (Gas)	2	.00%	2	.00%	7	.00%
PGW	182	.04%	191	.04%	123	.03%
Peoples	388	.11%	294**	.08%**	431	.15%
UGI-Gas	27	.01%	35	.01%	41	.01%
UGI Penn Natural	18	.01%	15	.01%	20	.01%

\*12-month average.

\*\*Due to system conversion, meter reading data was not available from January through August 2012.

The major NGDCs are required<sup>23</sup> to report the number and percent of residential meters for which the company has failed to obtain an actual or customer-supplied meter reading within the past six months. The table above presents the data that the companies reported for 2011, 2012 and 2013. The report presents PECO’s natural gas meter-reading data separately from its electric meter-reading data.

Columbia and PGW reported improvement in this measure. Although Peoples Natural Gas reported a higher average number of meters not read in 2013, the data for 2012 is only a five-month average, rather than the required 12-month average, due to a system conversion; thus, a comparison is not possible. However, Peoples’ average of 431 for 2013 is higher when compared to the 388 average reported for 2011. Peoples noted that in 2013 it did focus efforts “to redefine processes and procedures for improved performance in 2014.” UGI Gas and UGI Penn Natural Gas state that they are “continuing with a project to install ERT devices on all inside meters and a high number of outside meters.” Both UGI companies explain that most meters that have not been read within the required time period are due to ERT devices that need to be repaired, and the company is having difficulty gaining access.

## 2. Number and Percent of Residential Meters Not Read in 12 Months

A company may estimate the bill of a residential customer if company personnel are unable to gain access to obtain an actual meter reading.<sup>24</sup> However, at least once every 12 months, the company must obtain an actual meter reading to verify the accuracy of either the estimated or customer-supplied readings. The EDCs are required to report the number and percent of residential meters for which they failed to meet the requirements.<sup>25</sup> The following table presents the statistics the EDCs submitted to the Commission for this measure.

<sup>23</sup> § 62.33(b)(3)(i), § 56.12(4)(ii).

<sup>24</sup> § 56.12(4)(iii)

<sup>25</sup> § 54.153(b)(3)(ii)

## Number and Percent\* of EDC Residential Meters Not Read in 12 Months

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Met-Ed	29	.01%	5	.00%	11	.00%
Penelec	2	.00%	0	.00%	3	.00%
Penn Power	3	.00%	2	.00%	1	.00%
PPL	1	.00%	4	.00%	8	.00%
PECO	0	0%	0	.00%	0	0%
UGI-Electric	0	0%	1	.00%	2	.00%
West Penn	16	.00%	81	.01%	33	.01%

\*12-month average.

Two of the EDCs improved in this measure, two remained the same, and four reported a greater number of meters not read according to the requirements of this section. After a reduction from 2011 to 2012, Met-Ed increased its average number of meters not read within 12 months from five in 2012 to 11 in 2013. Met-Ed noted that an enhanced estimate-reporting process will be fully implemented in 2014 to assist the meter reading management teams in reducing meters not read in six and 12 months.

## Number and Percent\* of NGDC Residential Meters Not Read in 12 Months

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Columbia	204	.05%	32	.01%	6	.00%
Equitable	1	.00%	0	0%	0	0%
NFG	22	.01%	11	.01%	25	.01%
PECO (Gas)	0	0%	0	0%	0	0%
PGW	60	.01%	52	.01%	41	.01%
Peoples	35	.02%	94**	.02%**	63	.02%
UGI-Gas	3	.00%	9	.00%	12	.00%
UGI Penn Natural	3	.00%	3	.00%	6	.00%

\*12-month average.

\*\*Due to system conversion, meter reading data was not available from January through August 2012.

The major NGDCs are required to report the number and percent of residential meters for which the company failed to obtain an actual meter reading within the past 12 months.<sup>26</sup> Three of the NGDCs show improvement in the number of meters not read within 12 months. Three show an increase in the average number of meters not read, according to this measure, and PECO Gas and Equitable Gas remain the same. Equitable Gas pointed out that it “continued to leverage AMR technology to maintain a strong performance in meter reading.” This is the second consecutive year Equitable Gas maintained a 0 percent yearly average for meters not read within six and 12 months.

### 3. Number and Percent of Residential Remote Meters Not Read in Five Years

A utility may render a bill on the basis of readings from a remote reading device.<sup>27</sup> However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Each EDC and major NGDC must report<sup>28</sup> to the Commission the number and percent of residential remote meters for which it failed to obtain an actual meter reading under the timeframe described in Chapter 56. The following tables show the data as reported by the major companies. However, the accuracy of the data in the tables regarding remote reading devices cannot be verified. Although the Commission has defined remote meter-reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices.

#### Number and Percent\* of EDC Residential Remote Meters Not Read in Five Years

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Met-Ed	0	0%	0	0%	0	0%
Penelec	0	0%	0	0%	0	0%
UGI-Electric	0	0%	0	0%	0	0%
West Penn	0	0%	0	0%	0	0%
Penn Power**	NA	NA	NA	NA	NA	NA
PPL**	NA	NA	NA	NA	NA	NA
PECO**	NA	NA	NA	NA	NA	NA

\*12-month average.

\*\*No remotely read meters.

The number of remote meters not read within five years was zero for each of the five companies with remote meter-reading capabilities in 2011, 2012 and 2013.<sup>29</sup>

<sup>26</sup> § 62.33(b)(3)(ii)

<sup>27</sup> § 56.12(5)(i)

<sup>28</sup> § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii)

<sup>29</sup> As required by § 56.12(5)(i)

## Number and Percent\* of NGDC Residential Remote Meters Not Read in Five Years

Company	2011		2012		2013	
	Number	Percent	Number	Percent	Number	Percent
NFG	8	.76%	2	.21%	1	.10%
Peoples	0	0%	0	0%	0	0%
UGI-Gas	0	0%	0	0%	0	0%
Columbia**	NA	NA	NA	NA	NA	NA
Equitable**	NA	NA	NA	NA	NA	NA
PECO (Gas)**	NA	NA	NA	NA	NA	NA
PGW**	NA	NA	NA	NA	NA	NA
UGI Penn Natural**	NA	NA	NA	NA	NA	NA

\*12-month average.

\*\*No remotely read meters.

NFG is the only one of the NGDCs that reported there were residential remote meters not read in 2013 as required.<sup>30</sup> However, the one remote meter NFG reported in this category in 2013, is one less than it reported in 2012.

### D. Response to Disputes

When a customer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute.<sup>31</sup> A complaint or dispute filed with a company is not necessarily a negative indicator of service quality. However, a company's failure to promptly respond to the customer's complaint within 30 days is a potential infraction of the regulations<sup>32</sup> and may also be an indication of poor service as well as a cause of complaints to the Commission.

#### 1. Number of Residential Disputes that Did Not Receive a Response within 30 Days

Each EDC and major NGDC is required<sup>33</sup> to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days, as required under the Chapter 56 regulations. The following two tables present this information as reported by the companies.

<sup>30</sup> § 56.12(5)(i)

<sup>31</sup> § 56.151(5)

<sup>32</sup> § 56.151(5)

<sup>33</sup> § 54.153(b)(4), § 62.33(b)(4)

## Number of EDC Residential Disputes That Did Not Receive a Response Within 30 Days

Company	2011	2012	2013
Duquesne	29	14	28
Met-Ed	462	2,604	2,109
Penelec	500	1,851	1,379
Penn Power	232	274	167
PPL	99	91	60
PECO	57	141	15
UGI-Electric	0	0	0
West Penn	3	2,338	1,580

Six of the eight EDCs reported a decrease in the number of disputes not responded to within 30 days in 2013. UGI-Electric reported zero disputes not answered within 30 days in 2013, the same as in 2011 and 2012. From 2012 to 2013, PECO reduced the total number of disputes in this category by 89 percent. PECO said that the improvement in performance “is a result of decrease in high bills due to mild weather.”

Duquesne reported an increase in disputes not responded to within 30 days. Duquesne noted that the increase to an average of “two exceptions per month” was due to unexpected employee turnover. The four FirstEnergy companies—Met-Ed, Penelec, Penn Power and West Penn Power—reported improvement in this metric; however, all but Penn Power remain at levels extremely higher than those reported for 2011.

## Number of NGDC Residential Disputes That Did Not Receive a Response Within 30 Days

Company	2011	2012	2013
Columbia	1	1	3
Equitable	0	0	0
NFG	9	2	0
Peoples	0	0	0
PGW	81	0	0
UGI-Gas	0	1	0
UGI Penn Natural	0	0	0

Two of the seven NGDCs reported fewer disputes not responded to within 30 days from 2012 to 2013. Equitable, Peoples and UGI Penn Natural reported for the third consecutive year zero disputes responded to in more than 30 days. PGW also reported zero disputes in this category in 2013, the same as in 2012.

Columbia Gas is the only company that reported an increase in this measure, reporting three disputes, rather than the one it reported the two previous years.

## II. Customer Transaction Survey Results

EDCs and major NGDCs are required<sup>34</sup> to report to the Commission the results of telephone transaction surveys of customers who have had interactions with the company. The purpose of the transaction surveys is to assess the customer's perception regarding this recent interaction. The regulations specify that the survey questions are to measure access to the company; employee courtesy; employee knowledge; promptness of the EDC or NGDC response or visit; timeliness of the company response or visit; and satisfaction with the handling of the interaction.

The EDCs and NGDCs must carry out the transaction survey process using survey questionnaires and procedures that provide the Commission with uniform data to directly compare customer service performance among EDCs and NGDCs in Pennsylvania. A survey working group composed of EDC representatives and Commission staff designed the survey questionnaire. The first surveys of EDC customers were conducted in 2000, and the survey of NGDC customers was conducted for the first time in 2002. This is the ninth year that all of the major EDCs and NGDCs used a common survey company.

The surveys focus on residential and small-business customers who have recently contacted their company. Industrial and large-commercial customers are not included in the survey, since these large customers have specific representatives within their respective companies with whom they discuss any problems, concerns and issues. For both the EDCs and the NGDCs, the survey sample also excludes all transactions that result from company outbound calling programs or other correspondence. However, transactions with consumers who use a company's automated telephone system exclusively, as well as those who contact their company by personal visit, are eligible to be surveyed.

Each month, the EDCs and NGDCs randomly select a sample of transaction records for consumers who have contacted them within the past 30 days. The companies transmit the sample lists to the research firm. The research firm randomly selects individual consumers from the sample lists. The survey firm contacts individual consumers in the samples until it meets a monthly quota of completed surveys for each company.

Each year, the survey firm completes approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95 percent probability that the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers who had contacted their EDC or NGDC had been surveyed, meeting the PUC requirements.<sup>35</sup>

Survey working group members from both industries agreed that the 700 completed surveys should include 200 contacts about credit and collection issues and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection contacts are from customers who need to make payment agreements; customers who received termination notices or had service terminated; those who are requested to pay security deposits; and others with bill payment problems. Consumer contacts about other issues include calls about billing questions and disputes; installation of service requests; metering problems; outage reporting; questions about choosing an alternative supplier; and a variety of other reasons.

This report summarizes the 2011-13 EDC and NGDC survey data into the charts and tables that appear later in this chapter and in the appendices. For the EDCs, the chapter presents the results from the 2013 surveys, while Appendix A presents a comparison of results from the past three years. Appendix A also includes additional details of the EDC survey results. Appendix B presents a comparison of the NGDC survey results from the past three years. Both Appendix A and B provide information about the number and type of consumers who participated in the 2013 surveys, as well as the average number of residential customers each EDC and NGDC serve. In all charts and tables related to the surveys, "don't know" and "refused" responses to survey questions were removed from the analysis.

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<sup>34</sup> Reporting Requirements for Quality of Service Benchmarks and Standards at § 54.154, § 62.34.

<sup>35</sup> § 54.154(5) and § 62.34(5)

## Change in Survey Script

In 2011, the EDCs, NGDCs and the BCS approved a new survey script which served to expand the five-point, fully anchored scale methodology – used since the transaction survey process began in January 2000 – to a 10-point, end-anchored scale. This meant converting the possible responses from the reading of seven possible responses to one simple question after each question.

<b><i>Five-point, fully anchored scale</i></b>	<b><i>Ten-point, end-anchored scale</i></b>
Considering all aspects of this recent contact with <utility>, how satisfied were you with the quality of service provided by <utility>? Were you... 1 - Very dissatisfied 2 - Somewhat dissatisfied 3 - Neither satisfied nor dissatisfied 4 - Somewhat satisfied 5 - Very satisfied 6 - Don't know 7 - Refused	On a scale of 1-10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the quality of service provided by <utility>?

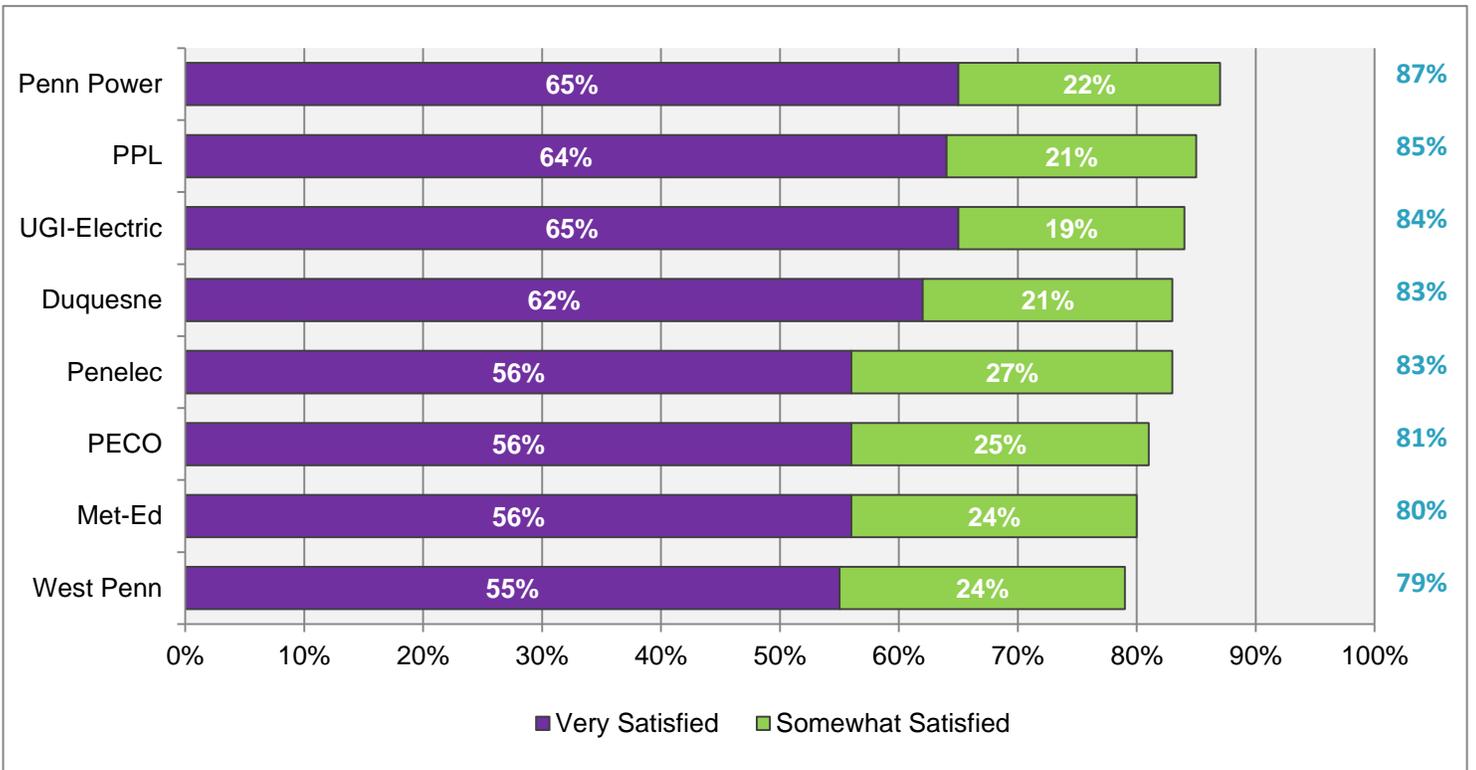
Changing the script was designed to decrease the “bailout rate” due to the incessant reading of seven possible responses. According to the survey company, Metrix Matrix, Inc. (MMI), it also offers a richer set of data to analyze. Using the 10-point, end-anchored scale, MMI still captures the “don’t know” and “refused” responses if the customer offers that response instead of choosing one of the 10 numbers to describe the degree of satisfaction.

In order to achieve historical continuity between the two methods, MMI began running both versions in parallel and divided the 700 annual surveys into 350 for each format in 2012. Upon the completion of the survey year, MMI undertook the analysis of the resulting data for the purposes of determining how to integrate the results of the five-point scale surveys with the results of the 10-point scale survey.

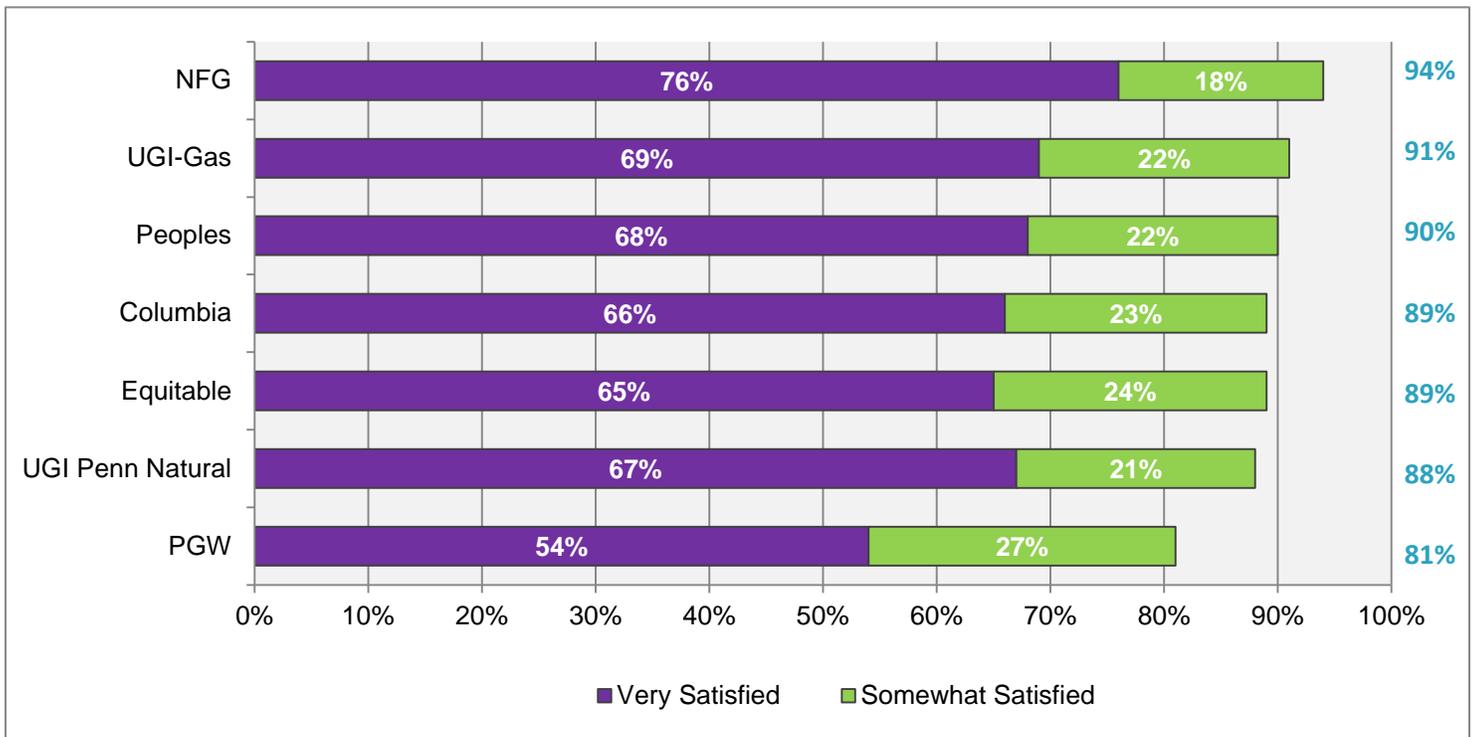
### A. Reaching the Company

One of the first survey questions in each of the surveys asks the consumer, “On a scale of 1-10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the ease of reaching the EDC or the NGDC?” The bar charts that follow present the percent of consumers who indicated satisfaction with the initial stage of their contact with the company. For 2013, the average of the percentages of EDC customers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 83 percent. For NGDCs, the average of the percentages of NGDC consumers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 89 percent. Survey results from the 2012 and 2011 surveys are available in the appendices.

## Satisfaction with Ease of Reaching EDC 2013



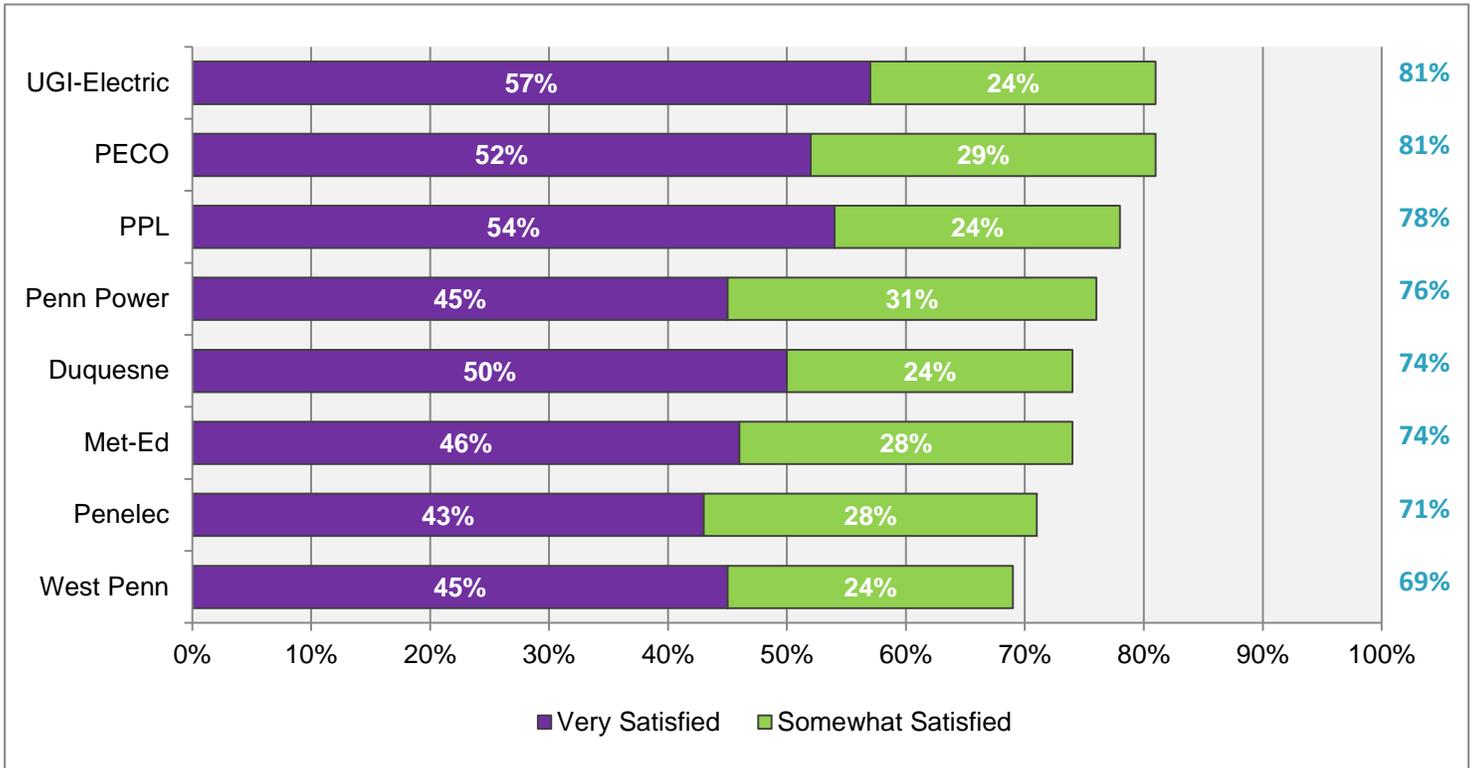
## Satisfaction with Ease of Reaching NGDC 2013



## B. Automated Phone Systems

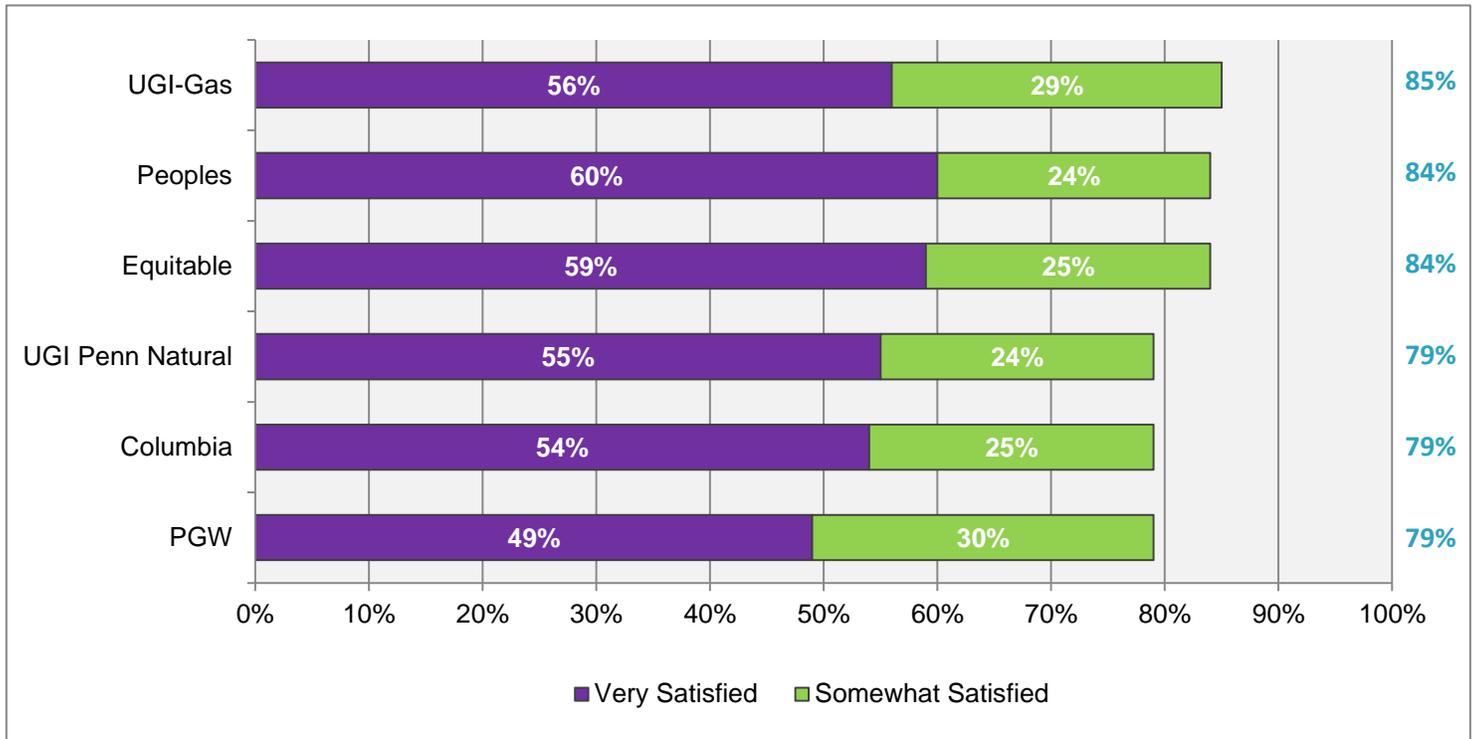
Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and NGDCs but one<sup>36</sup> use an automated telephone system to filter calls and save time and money on consumer calls. The surveys ask consumers questions about their experience using the automated systems. On average, 76 percent of EDC consumers reported being either “very satisfied” or “somewhat satisfied” with the EDCs’ automated phone system. For the major NGDCs, an average of 82 percent of NGDC consumers reported satisfaction with using the automated systems. More details on how customers perceive using automated phone systems can be found in the appendices. The charts that follow present the level of satisfaction consumers expressed about using the EDC or NGDC automated telephone systems.

### Satisfaction with Using EDC’s Automated Phone System 2013



<sup>36</sup> NFG does not use an automated telephone system at its call center.

## Satisfaction with Using NGDC's Automated Phone System 2013



### C. Company Representatives

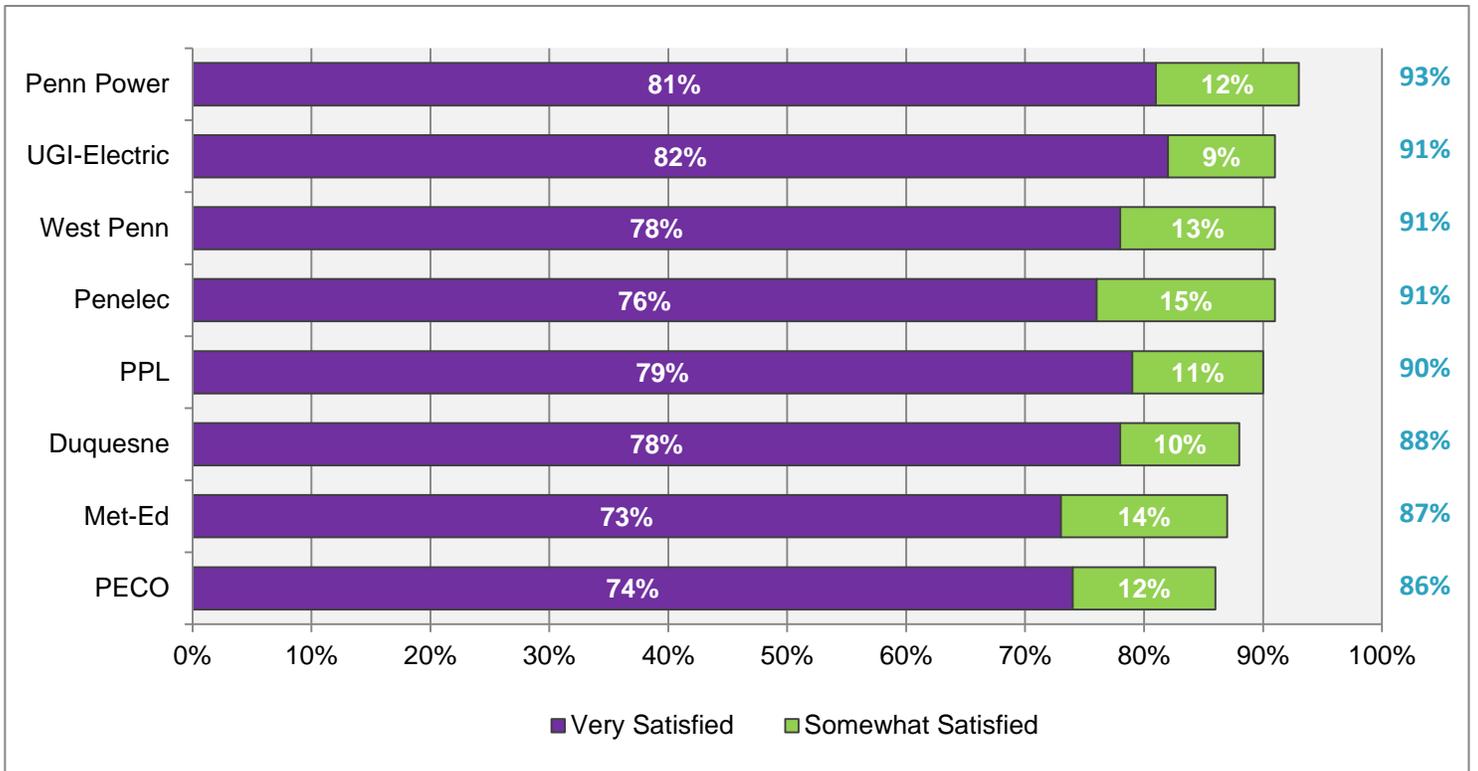
Consumers who indicated that they had spoken with a company representative were asked specifically how satisfied they were with that interaction. A consumer's overall rating of satisfaction with the company representative's handling of the contact may be influenced by several factors, including the courtesy and knowledge of the representatives.

In 2013, on average, 90 percent of EDC consumers indicated being either "somewhat satisfied" or "very satisfied" with the way the company representative handled the consumer contact. On average, 92 percent of NGDC consumers indicated they were either "somewhat satisfied" or "very satisfied" with the way the company representative handled the interaction.

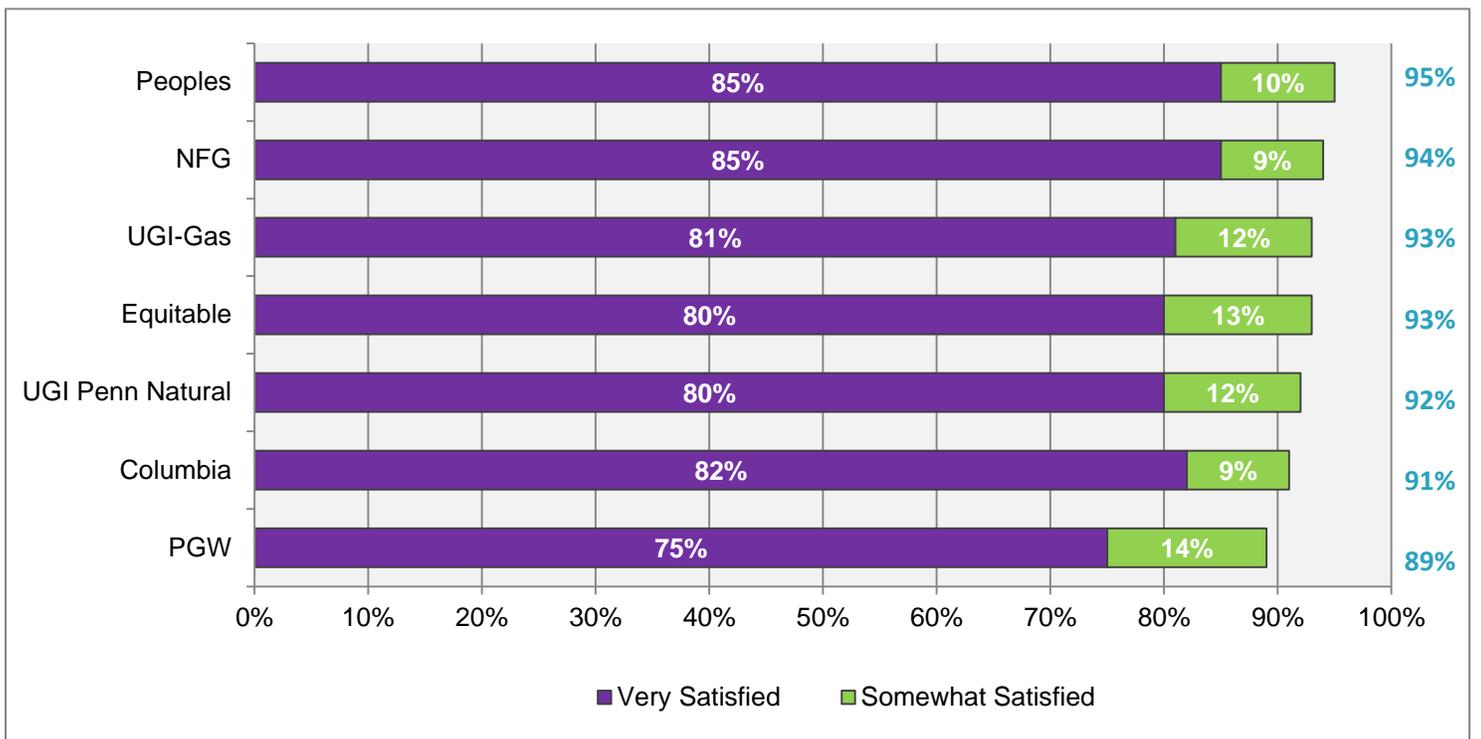
Also, in 2013, on average, 94 percent of EDC consumers indicated the company person they spoke with was either "very courteous" or "somewhat courteous" with the majority indicating the representative was "very courteous." An average of 92 percent rated the company representative as "very knowledgeable" or "somewhat knowledgeable." The majority gave a "very knowledgeable" rating. On average, 94 percent of consumers rated NGDC representatives as either "very courteous" or "somewhat courteous." In addition, 94 percent of NGDC consumers rated company representatives as either "very knowledgeable" or "somewhat knowledgeable."

The following tables show the consumers' level of satisfaction with this interaction. Additional information, including previous years' results, is available in the appendices.

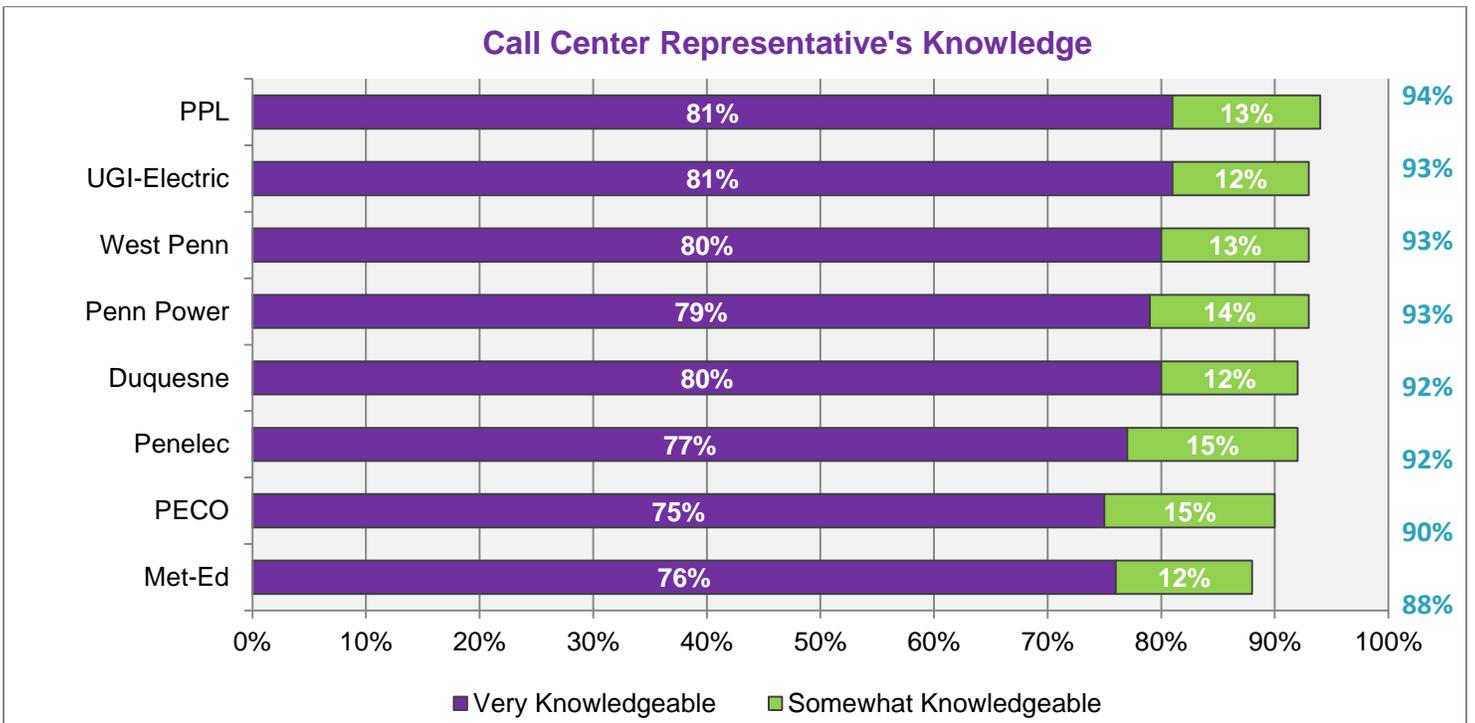
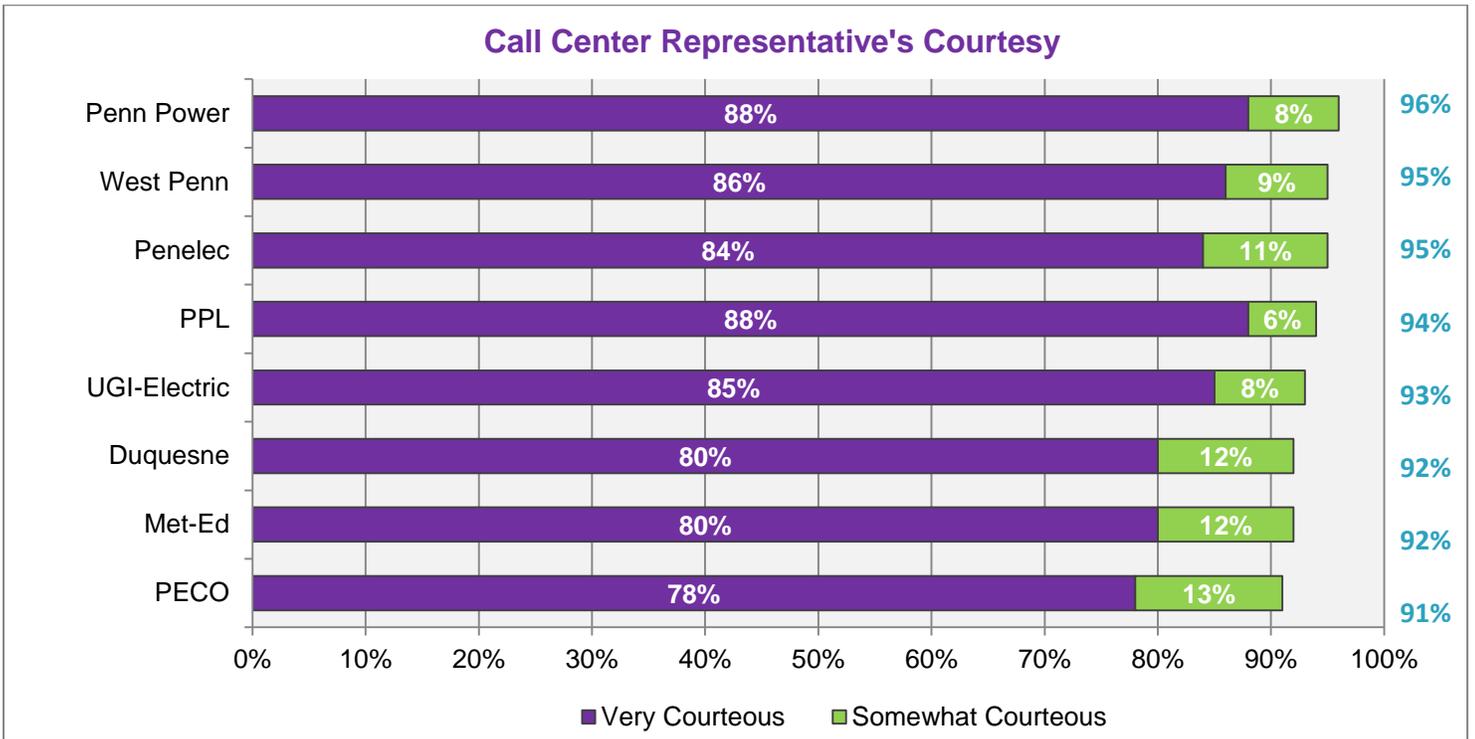
## Satisfaction with EDC Representative's Handling of the Contact 2013



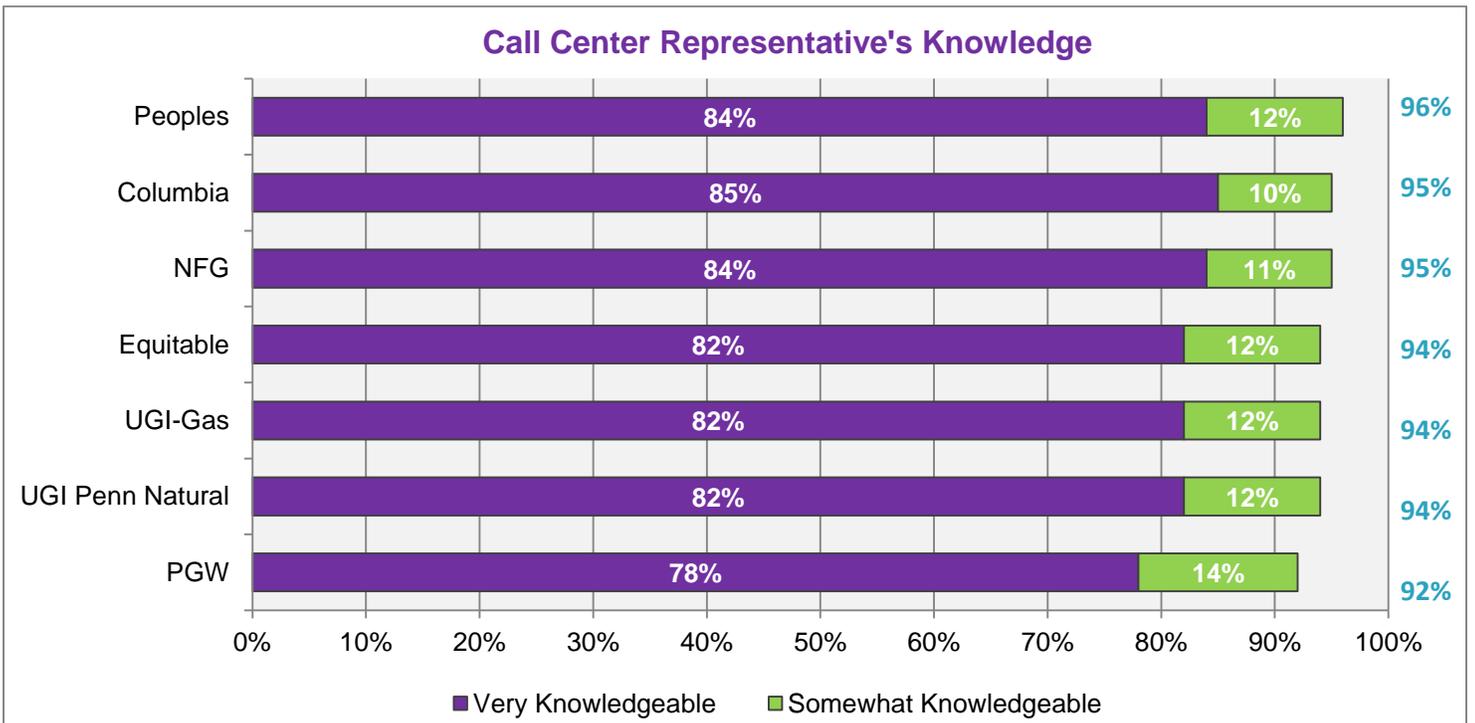
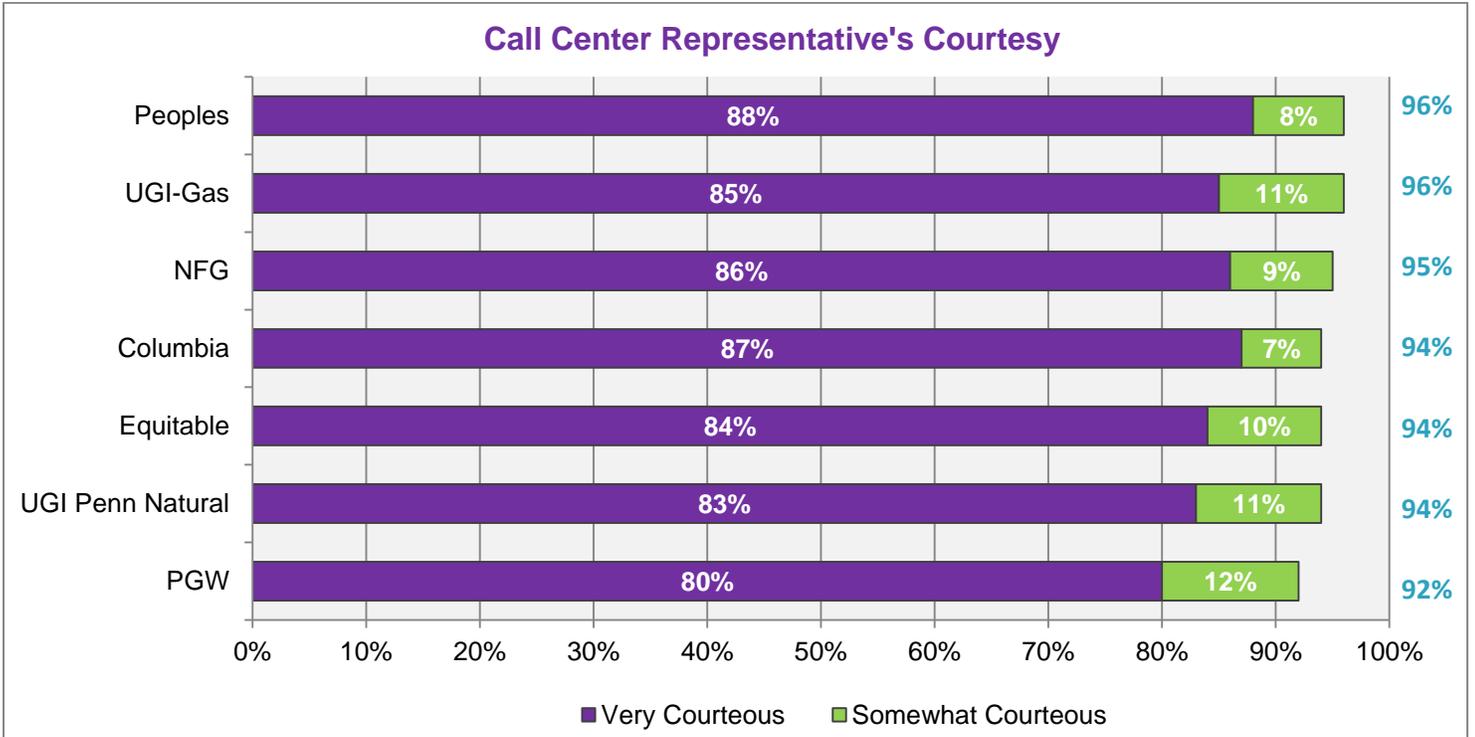
## Satisfaction with NGDC Representative's Handling of the Contact 2013



## Consumer Ratings of EDC Representatives 2013



## Consumer Ratings of NGDC Representatives 2013



## D. Overall Satisfaction

Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company's automated telephone system; the wait to speak to a company representative; and the courtesy and knowledge of that representative. If a field visit is part of the interaction, this, too, would affect the

consumer's overall assessment. The tables that follow present the 2013 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

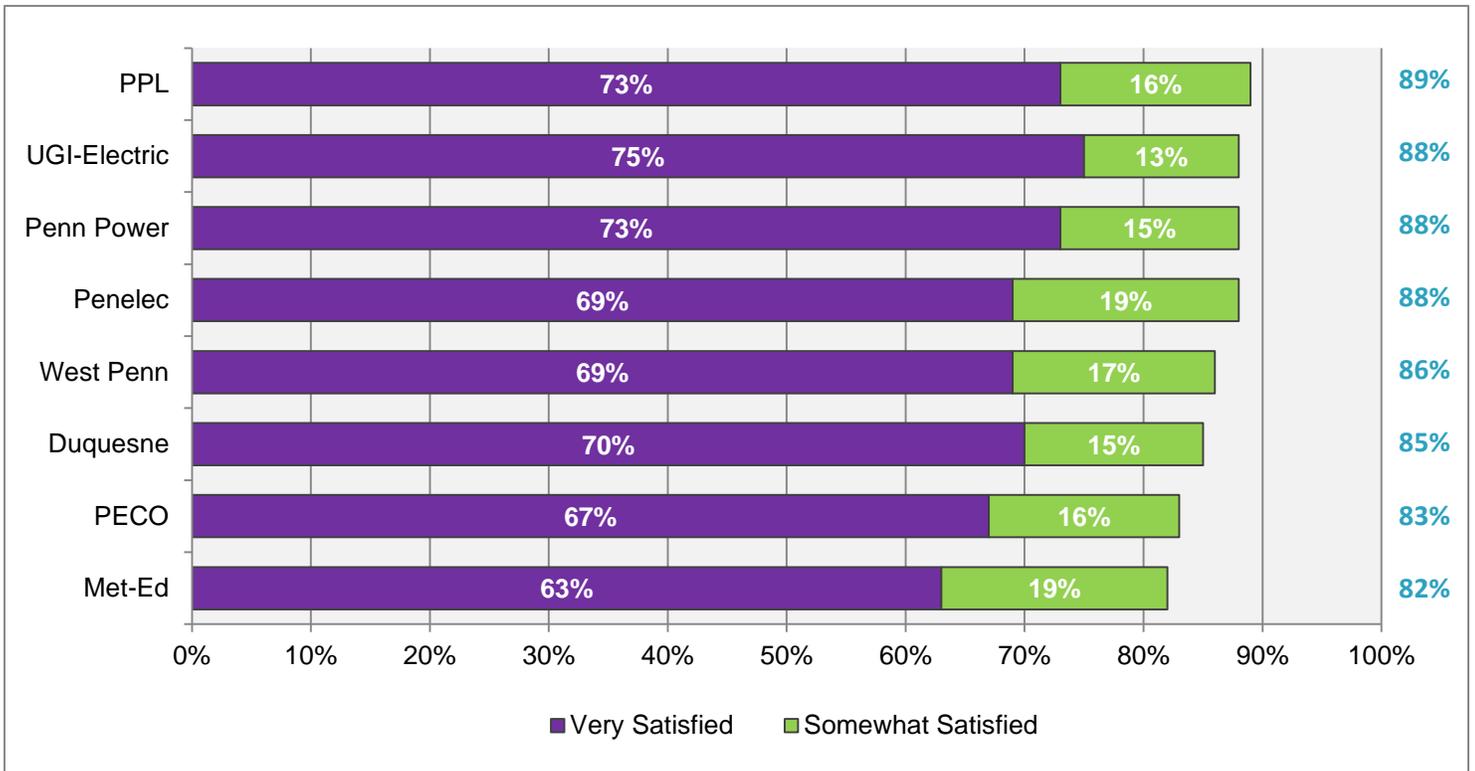
The following chart presents the results of the responses to the question, "Considering all aspects of this recent contact with the company, and using the same 1 to 10 scale, how satisfied were you with the quality of service provided by the company?" In 2013, the EDC industry average shows that 86 percent of consumers were "satisfied" and 70 percent "very satisfied" with the overall quality of service they received from their EDCs. In 2013, the industry average for overall satisfaction with NGDC customer contacts is 91 percent with 76 percent being "very satisfied." Additional information is available in the appendices.

As indicated in the introduction to the section on customer surveys, the companies and survey firm divided consumer contacts into credit and collection contacts, and contacts about other matters.

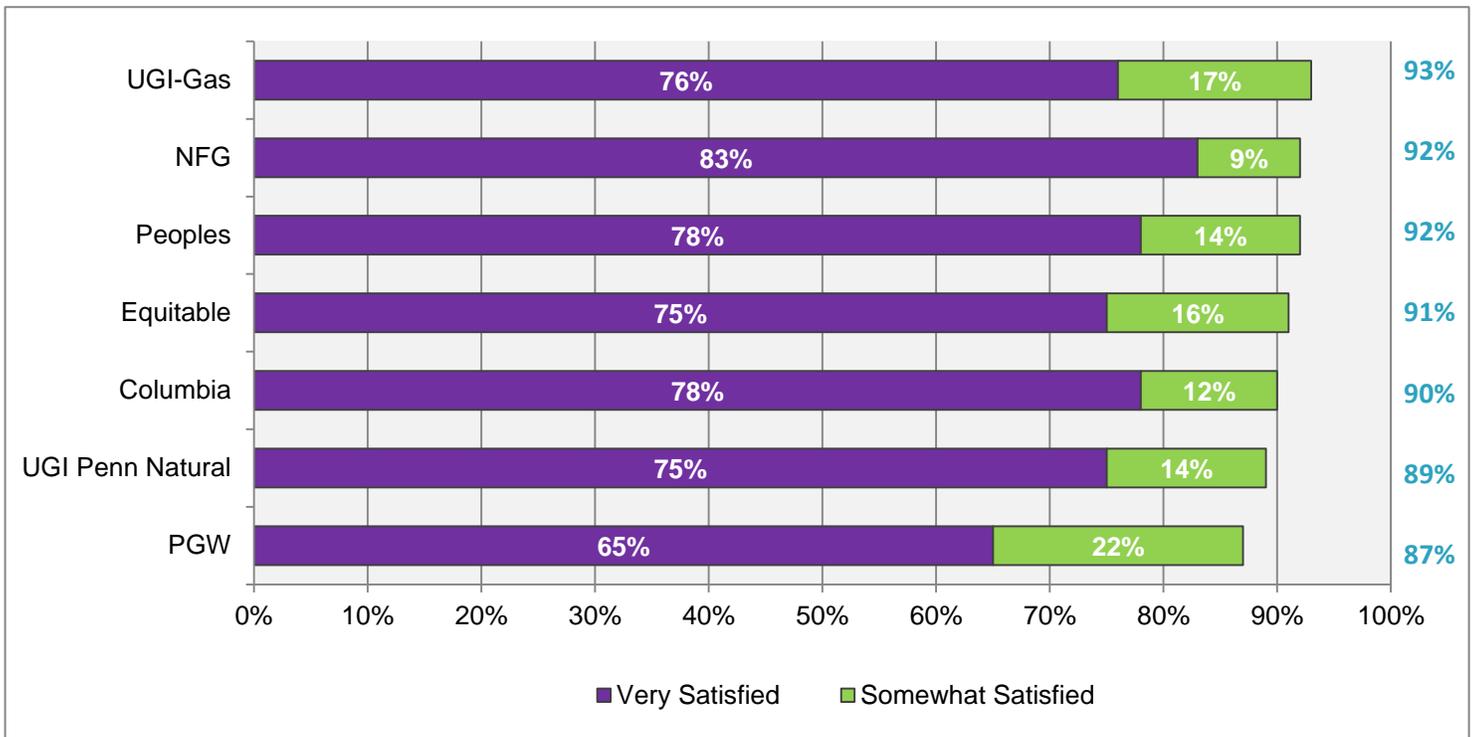
Members of both working groups had expressed concern that the satisfaction level of consumers who had contacted the companies about credit and collection issues would negatively influence the overall satisfaction ratings. However, the opposite proved true for all EDCs in the first two years the survey was conducted and again in 2004. Over the last three years, a slightly greater average percentage of customers who contacted the EDCs about credit and collection issues responded that they were either "very satisfied" or "somewhat satisfied" than customers who contacted the EDCs about other issues. Appendix A, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the EDCs.

Customers of five out of the seven NGDCs rated their satisfaction higher on credit and collection contacts in 2013 than on other types of contacts that year. The average percentage of customers who were either "very satisfied" or "somewhat satisfied" with their non-credit and collection contacts with the NGDCs is 90 percent, and the average percentage who were either "very satisfied" or "somewhat satisfied" with their credit and collection contacts is 91 percent. Appendix B, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the NGDCs for 2011-13.

## Overall Satisfaction with EDC's Quality of Service during Recent Contact 2013



## Overall Satisfaction with NGDC's Quality of Service during Recent Contact 2013



### III. Conclusion

This report fulfills the PUC's responsibility to summarize the quality-of-service statistics that the EDCs and NGDCs reported to the Commission. The companies will continue to report data annually to the Commission. The telephone access, billing, meter-reading and dispute data is due to the Commission on Feb. 1, annually. On April 1 of each year, the Commission is to receive the results of the customer surveys conducted during the previous year. The UCARE report will again provide statistics associated with 2013 consumer complaints and PARs filed with the Commission by the customers of the major EDCs and NGDCs.

The Commission uses three sources of data to obtain as complete a picture as possible of the quality of customer service experienced by customers of the major electric and gas companies. The first source is the company itself, reporting telephone access statistics; the number of bills not rendered monthly to residential and commercial customers; meters not read according to Chapter 56 regulations; and disputes not handled within 30 days. The Commission uses consumer complaints and PARs filed with the Commission by the customers of the EDCs and NGDCs as a second source of data. As noted in the introduction, 2013 data on informal complaint and PARs filed with the Commission will be reported in the Commission's annual UCARE report. Finally, the Commission uses the results of the surveys of the companies' customers who have had customer-initiated contacts with the companies. This latter source of information tells the Commission about the ease of contacting the companies; the consumers' view of the knowledge and courtesy of the companies' customer service representatives; as well as the consumers' overall satisfaction with the way the company handled the contacts. This information allows the Commission to monitor the quality of EDCs' and NGDCs' customer-service performance.

The survey results show that, for the most part, customers are satisfied with the service they receive from their companies. Nevertheless, the company-reported performance data indicates there is room for improvement on the part of Pennsylvania's major electric and gas companies. For example, the number of accounts not billed, meters not read and disputes not responded to within 30 days represent infractions of the Chapter 56 regulations. Although some companies have improved their telephone access statistics, access remains at a less-than-desirable level.

Customers who cannot reach their company contact the Commission to report access problems. The Commission closely monitors company performance on access measures not only through reported statistics, but also through customer reports to the BCS. Deficiencies in call center access are an even greater cause for concern since the passage of Act 201, which specifically forbids the Commission from accepting complaints from customers who have not first contacted the utility.<sup>37</sup>

The analysis provided by both the EDCs and the NGDCs regarding the company-reported statistics show that the various measures prescribed by the reporting requirements are interrelated. Often, the level of performance on one of the measures directly affects a company's performance on one or more of the other measures. For example, if a company fails to obtain actual meter readings for long periods of time, it may underestimate the customers' usage. When the company does get actual reads, the make-up bills may cause the customers to call the company, generating increased volumes of complaints. This may affect telephone access statistics. Further, as several companies have pointed out, an increased volume of complaints often leads to a company not being able to handle the disputes in a timely manner and the failure to issue reports to the disputes within the required 30-day timeframe. Later, such behavior may influence customer survey results and generate consumer complaints with the Commission. Finally, Commission review of the complaints may generate high justified consumer complaint rates, as well as high infraction rates.

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<sup>37</sup> 52 Pa. Code § 56.166

# Appendix A

## EDC Survey Results 2011-13

### Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2011	2012	2013	2011	2012	2013
Duquesne	88%	86%	83%	81%	78%	74%
Met-Ed	88%	87%	80%	83%	75%	74%
PECO	81%	82%	81%	71%	76%	81%
Penelec	91%	84%	83%	83%	74%	71%
Penn Power	90%	88%	87%	79%	78%	76%
PPL	87%	88%	85%	80%	79%	78%
UGI-Electric	89%	90%	84%	88%	81%	81%
West Penn	86%	81%	79%	78%	73%	69%
<b>Average</b>	<b>88%</b>	<b>86%</b>	<b>83%</b>	<b>80%</b>	<b>77%</b>	<b>76%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the EDC.

### Table 1B

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with EDC*		
	2011	2012	2013	2011	2012	2013
Duquesne	89%	89%	88%	88%	88%	85%
Met-Ed	91%	90%	87%	88%	85%	82%
PECO	88%	86%	86%	81%	84%	83%
Penelec	93%	89%	91%	90%	88%	88%
Penn Power	91%	89%	93%	90%	90%	88%
PPL	94%	93%	90%	92%	90%	89%
UGI-Electric	92%	90%	91%	91%	89%	88%
West Penn	94%	90%	91%	90%	86%	86%
<b>Average</b>	<b>92%</b>	<b>90%</b>	<b>90%</b>	<b>89%</b>	<b>87%</b>	<b>86%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the EDC.

**Table 2**  
**Overall Satisfaction with EDC Contact: Credit/Collection v. Other Calls\* 2011-13**

Company	Credit/Collection			Other			Overall		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Duquesne	87%	86%	84%	88%	88%	85%	88%	88%	85%
Met-Ed	93%	90%	88%	85%	84%	80%	87%	85%	82%
PECO	83%	82%	83%	80%	85%	83%	81%	84%	83%
Penelec	92%	90%	92%	89%	87%	86%	90%	88%	88%
Penn Power	90%	90%	88%	90%	90%	88%	90%	90%	88%
PPL	92%	88%	90%	92%	91%	88%	92%	90%	89%
UGI-Electric	89%	90%	88%	92%	89%	88%	91%	89%	88%
West Penn	90%	89%	88%	91%	84%	85%	90%	86%	86%
<b>Average</b>	<b>90%</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>87%</b>	<b>85%</b>	<b>89%</b>	<b>87%</b>	<b>86%</b>

\*Other calls include all categories of contacts to an EDC other than those related to credit and collection. Other calls include contacts about trouble or power outages, billing matters, connect/disconnect requests, customer choice, and miscellaneous issues such as requests for rate information or name and address changes.

**Table 3**  
**Contacting an EDC 2011-13**

Company	Ease of Using EDC's Automated Telephone System*			Satisfaction with Choices Offered by Automated Telephone System**			Satisfaction with Wait to Speak to an EDC Representative**		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Duquesne	86%	80%	76%	86%	78%	76%	86%	85%	80%
Met-Ed	82%	78%	72%	83%	77%	74%	87%	87%	78%
PECO	78%	82%	81%	78%	79%	79%	79%	80%	79%
Penelec	84%	77%	71%	85%	75%	74%	88%	82%	77%
Penn Power	72%	81%	72%	81%	81%	75%	86%	83%	81%
PPL	81%	79%	80%	85%	80%	80%	88%	87%	81%
UGI-Electric	89%	84%	83%	89%	83%	84%	91%	87%	84%
West Penn	81%	74%	69%	83%	74%	72%	82%	77%	77%
<b>Average</b>	<b>82%</b>	<b>79%</b>	<b>76%</b>	<b>84%</b>	<b>78%</b>	<b>77%</b>	<b>86%</b>	<b>84%</b>	<b>80%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the EDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

**Table 4**  
**Consumer Ratings of EDC Representatives 2011-13**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2011	2012	2013	2011	2012	2013
Duquesne	95%	93%	92%	93%	93%	92%
Met-Ed	96%	95%	92%	93%	91%	88%
PECO	91%	91%	91%	91%	90%	90%
Penelec	98%	94%	95%	96%	93%	92%
Penn Power	96%	94%	96%	94%	92%	93%
PPL	98%	97%	94%	96%	95%	94%
UGI-Electric	94%	95%	93%	95%	94%	93%
West Penn	98%	97%	95%	96%	93%	93%
<b>Average</b>	<b>96%</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>92%</b>

\*Percent of consumers who described the company representative as either "very courteous" or "somewhat courteous" and "very knowledgeable" or "somewhat knowledgeable" when asked about their perception of these aspects of the call center representative.

**Table 5A**  
**Premise Visit from an EDC Field Representative 2011-13**

Company	Overall Satisfaction with the Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Duquesne	95%	88%	93%	95%	81%	79%	98%	94%	96%
Met-Ed	85%	90%	98%	73%	75%	76%	96%	92%	100%
PECO	87%	85%	89%	78%	71%	74%	98%	97%	93%
Penelec	91%	90%	100%	86%	75%	80%	97%	91%	100%
Penn Power	93%	93%	92%	90%	88%	87%	97%	96%	100%
PPL	92%	92%	93%	86%	85%	89%	100%	97%	95%
UGI-Electric	94%	90%	88%	78%	68%	77%	95%	89%	94%
West Penn	94%	93%	86%	77%	73%	64%	96%	95%	100%
<b>Average</b>	<b>91%</b>	<b>90%</b>	<b>92%</b>	<b>82%</b>	<b>77%</b>	<b>78%</b>	<b>97%</b>	<b>94%</b>	<b>97%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, "promptness" is the state or condition of acting or responding with speed or readiness to a customer's question, complaint, dispute or request. An example of promptness might be the utility responding to a customer's request for a premise visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the company field representative as "very courteous" or "somewhat courteous" when asked about their perceptions about various aspects of the field representative's visit to the consumer's home or property.

**Table 5B**  
**Premise Visit from an EDC Field Representative 2011-13**

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Duquesne	97%	96%	98%	99%	91%	95%	91%	83%	81%
Met-Ed	100%	92%	100%	100%	100%	100%	81%	80%	80%
PECO	97%	100%	93%	93%	95%	95%	84%	79%	79%
Penelec	97%	95%	100%	98%	93%	96%	87%	76%	90%
Penn Power	97%	98%	98%	100%	96%	100%	95%	91%	91%
PPL	100%	97%	97%	100%	100%	93%	92%	86%	89%
UGI-Electric	100%	89%	89%	95%	98%	100%	77%	71%	81%
West Penn	95%	95%	96%	89%	97%	96%	82%	88%	78%
<b>Average</b>	<b>98%</b>	<b>95%</b>	<b>96%</b>	<b>97%</b>	<b>96%</b>	<b>97%</b>	<b>85%</b>	<b>82%</b>	<b>84%</b>

\*Percent of consumers who described the company field representative as “very knowledgeable” or “somewhat knowledgeable” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

\*\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “timeliness” is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer’s question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer’s residence on the date and at the time previously agreed upon by the utility and the customer.

**Table 6**  
**Characteristics of 2013 EDC Survey Participants**

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Duquesne	702	100%	0%	82%	84%	14%
Met-Ed	700	100%	0%	77%	95%	7%
PECO	723	98%	2%	80%	86%	11%
Penelec	701	100%	0%	78%	94%	9%
Penn Power	702	99%	1%	82%	92%	12%
PPL	700	100%	0%	79%	72%	8%
UGI-Electric	701	100%	0%	69%	97%	6%
West Penn	702	99%	1%	78%	93%	7%
<b>Average</b>	<b>704</b>	<b>99%</b>	<b>1%</b>	<b>78%</b>	<b>89%</b>	<b>9%</b>

**Table 7**  
**Average Number of EDC Residential Customers 2013**

Company	Average Number of Residential Customers
Duquesne	526,814
Met-Ed	488,375
PECO	1,435,241
Penelec	504,543
Penn Power	141,147
PPL	1,218,734
UGI-Electric	55,947
West Penn	619,531

# Appendix B

## NGDC Survey Results 2011-13

### Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using NGDC's Automated Phone System*		
	2011	2012	2013	2011	2012	2013
Columbia	83%	85%	89%	71%	78%	79%
Peoples	84%	87%	90%	69%	80%	84%
Equitable	90%	89%	89%	77%	80%	84%
NFG	92%	93%	94%	NA	NA	NA
PGW	76%	81%	81%	68%	75%	79%
UGI-Gas	87%	88%	91%	79%	79%	85%
UGI Penn Natural	86%	87%	88%	72%	82%	79%
<b>Average</b>	<b>85%</b>	<b>87%</b>	<b>89%</b>	<b>73%</b>	<b>79%</b>	<b>82%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the NGDC.

### Table 1B

Company	Satisfaction with NGDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with NGDC*		
	2011	2012	2013	2011	2012	2013
Columbia	90%	91%	91%	85%	89%	90%
Peoples	89%	94%	95%	86%	91%	92%
Equitable	91%	91%	93%	88%	89%	91%
NFG	91%	92%	94%	90%	91%	92%
PGW	88%	88%	89%	81%	85%	87%
UGI-Gas	90%	91%	93%	89%	90%	93%
UGI Penn Natural	88%	91%	92%	86%	91%	89%
<b>Average</b>	<b>90%</b>	<b>91%</b>	<b>92%</b>	<b>86%</b>	<b>89%</b>	<b>91%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the NGDC.

**Table 2**  
**Overall Satisfaction with Contact: NGDC Credit/Collection v. Other Calls\* 2011-13**

Company	Credit/Collection			Other			Overall		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Columbia	91%	91%	91%	83%	89%	89%	85%	89%	90%
Peoples	84%	95%	96%	86%	90%	91%	86%	91%	92%
Equitable	89%	89%	92%	88%	89%	91%	88%	89%	91%
NFG	94%	90%	92%	89%	91%	93%	90%	91%	92%
PGW	80%	88%	88%	81%	84%	86%	81%	85%	87%
UGI-Gas	89%	90%	94%	88%	91%	92%	89%	90%	93%
UGI Penn Natural	88%	91%	87%	85%	91%	90%	86%	91%	89%
<b>Average</b>	<b>88%</b>	<b>91%</b>	<b>91%</b>	<b>86%</b>	<b>89%</b>	<b>90%</b>	<b>86%</b>	<b>89%</b>	<b>91%</b>

\*Other calls include all categories of contacts to an NGDC other than those related to credit and collection. Other calls include contacts about reliability and safety, billing matters, connect/disconnect requests, customer choice, and miscellaneous issues such as requests for rate information or name and address changes.

**Table 3**  
**Contacting an NGDC 2011-13**

Company	Ease of Using NGDC's Automated Telephone System*			Satisfaction with Choices Offered by Automated Telephone System**			Satisfaction with Wait to Speak to an NGDC Representative**		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Columbia	78%	80%	81%	76%	81%	80%	78%	80%	83%
Peoples	76%	79%	83%	73%	82%	83%	78%	85%	88%
Equitable	81%	83%	86%	78%	83%	85%	84%	85%	89%
NFG	NA	NA	NA	NA	NA	NA	91%	92%	92%
PGW	73%	77%	79%	72%	77%	81%	78%	80%	80%
UGI-Gas	79%	81%	84%	82%	80%	85%	86%	86%	89%
UGI Penn Natural	76%	83%	81%	78%	84%	81%	86%	86%	88%
<b>Average</b>	<b>77%</b>	<b>81%</b>	<b>82%</b>	<b>77%</b>	<b>81%</b>	<b>83%</b>	<b>83%</b>	<b>85%</b>	<b>87%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the NGDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

**Table 4**  
**Consumer Ratings of NGDC Representatives 2011-13**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2011	2012	2013	2011	2012	2013
Columbia	94%	94%	94%	90%	93%	95%
Peoples	94%	96%	96%	91%	95%	96%
Equitable	95%	95%	94%	92%	94%	94%
NFG	95%	95%	95%	93%	97%	95%
PGW	92%	90%	92%	90%	91%	92%
UGI-Gas	95%	94%	96%	92%	93%	94%
UGI Penn Natural	92%	95%	94%	89%	94%	94%
<b>Average</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>91%</b>	<b>94%</b>	<b>94%</b>

\*Percent of consumers who described the company representative as either “very courteous” or “somewhat courteous” and “very knowledgeable” or “somewhat knowledgeable” when asked about their perception of these aspects of the call center representative.

**Table 5A**  
**Premise Visit from an NGDC Field Representative 2011-13**

Company	Overall Satisfaction with the Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Columbia	96%	96%	93%	86%	87%	87%	98%	97%	99%
Peoples	96%	99%	97%	87%	92%	91%	97%	99%	98%
Equitable	95%	96%	98%	91%	92%	93%	97%	93%	94%
NFG	98%	95%	96%	90%	93%	90%	95%	98%	96%
PGW	96%	92%	95%	79%	95%	83%	96%	96%	97%
UGI-Gas	94%	97%	97%	86%	92%	96%	96%	96%	100%
UGI Penn Natural	97%	92%	98%	80%	86%	88%	97%	93%	99%
<b>Average</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>	<b>86%</b>	<b>91%</b>	<b>90%</b>	<b>97%</b>	<b>96%</b>	<b>98%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “promptness” is the state or condition of acting or responding with speed or readiness to a customer’s question, complaint, dispute or request. An example of promptness might be the utility responding to a customer’s request for a premise visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the company field representative as “very courteous” or “somewhat courteous,” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

**Table 5B**  
**Premise Visit from an NGDC Field Representative 2011-13**

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Columbia	98%	98%	97%	100%	96%	96%	85%	87%	89%
Peoples	96%	99%	98%	99%	100%	99%	91%	92%	93%
Equitable	93%	96%	96%	98%	99%	99%	93%	92%	95%
NFG	93%	98%	94%	97%	99%	97%	89%	93%	92%
PGW	96%	93%	94%	96%	96%	99%	86%	95%	88%
UGI-Gas	95%	97%	100%	97%	99%	98%	86%	92%	95%
UGI Penn Natural	94%	93%	100%	97%	92%	98%	83%	86%	94%
<b>Average</b>	<b>95%</b>	<b>96%</b>	<b>97%</b>	<b>98%</b>	<b>97%</b>	<b>98%</b>	<b>88%</b>	<b>91%</b>	<b>92%</b>

\*Percent of consumers who described the company field representative as “very knowledgeable” or “somewhat knowledgeable” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

\*\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “timeliness” is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer’s question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer’s residence on the date and at the time previously agreed upon by the utility and the customer.

**Table 6**  
**Characteristics of 2013 NGDC Survey Participants**

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Columbia	702	100%	0%	85%	87%	13%
Peoples	701	97%	3%	84%	94%	23%
Equitable	702	100%	0%	81%	97%	18%
NFG	702	100%	0%	NA	98%	25%
PGW	702	100%	0%	75%	97%	15%
UGI-Gas	702	100%	0%	79%	96%	14%
UGI Penn Natural	708	100%	0%	80%	96%	14%
<b>Average</b>	<b>702</b>	<b>100%</b>	<b>0%</b>	<b>81%</b>	<b>95%</b>	<b>17%</b>

**Table 7**  
**Average Number of NGDC Residential Customers 2013**

<b>Company</b>	<b>Average Number of Residential Customers</b>
Columbia	384,213
Equitable	242,632
NFG	198,762
Peoples	330,135
PGW	468,942
UGI-Gas	324,576
UGI Penn Natural	259,096

