

Quarterly Update to UCARE Report

January – March 2015

Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telephone industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, payment agreement requests (PARs) and inquiries. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water and telephone industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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BCS Activity

Total Volume of Consumer Complaints, Payment Agreement Requests and Inquiries by Industry

January through March 2015

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,760	184	3,632	57	3,414
Gas	524	56	1,464	34	991
Water	157	10	623	4	395
Telephone	248	31	19	0	270
Other	2	0	2	0	493
Total	2,691	281	5,740	95	5,563

*Please note, commercial customer contacts are excluded from the analyses that appear later in this report, as BCS' regulatory authority has largely been confined to residential accounts.

Major Electric Distribution Companies

Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies

January through March 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
Duquesne	102	127	25%	655	92	-86%	600	266	-56%
Met-Ed	343	205	-40%	631	533	-16%	761	444	-42%
PECO	314	289	-8%	818	757	-7%	1,161	579	-50%
Penelec	203	129	-36%	587	528	-10%	571	396	-31%
Penn Power	30	33	10%	113	165	46%	121	102	-16%
PPL	253	178	-30%	1,508	969	-36%	1,213	602	-50%
West Penn	211	139	-34%	406	361	-11%	641	368	-43%
Total	1,456	1,100	-24%	4,718	3,405	-28%	5,068	2,757	-46%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	127	N/A	92	N/A
Met-Ed	205	N/A	533	N/A
PECO	289	N/A	757	N/A
Penelec	129	N/A	528	N/A
Penn Power	33	N/A	165	N/A
PPL	178	N/A	969	N/A
West Penn	139	N/A	361	N/A
Total	1,100		3,405	
Average		N/A		N/A

*N/A - Not Available

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015 *	2014	2015 *
Duquesne	3.1	13.3	1.0	8.3
Met-Ed	17.1	11.7	10.0	4.4
PECO	9.9	10.5	3.7	3.3
Penelec	16.6	9.9	9.9	4.7
Penn Power	14.8	9.3	8.1	5.0
PPL	16.3	19.9	7.9	13.4
West Penn	18.1	9.9	7.8	4.2
Major Electric	14.5	12.4	6.7	6.9

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/01/15.

Major Natural Gas Distribution Companies

Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies

January through March 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
Columbia	43	31	-28%	136	89	-35%	104	88	-15%
Equitable	30	30	0%	80	61	-24%	50	45	-10%
National Fuel	24	15	-38%	53	46	-13%	52	32	-38%
Peoples	32	43	34%	51	67	31%	82	79	-4%
Philadelphia Gas Works	294	260	-12%	655	720	10%	563	443	-21%
UGI Corp	43	49	14%	268	242	-10%	136	108	-21%
UGI Penn Natural	32	17	-47%	207	186	-10%	83	63	-24%
Total	498	445	-11%	1,450	1,411	-3%	1,070	858	-20%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	31	N/A	89	N/A
Equitable	30	N/A	61	N/A
National Fuel	15	N/A	46	N/A
Peoples	43	N/A	67	N/A
Philadelphia Gas Works	260	N/A	720	N/A
UGI Corp	49	N/A	242	N/A
UGI Penn Natural	17	N/A	186	N/A
Total	445		1,411	
Average		N/A		N/A

*N/A - Not Available

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Columbia	7.3	6.3	2.0	1.5
Equitable	2.7	1.4	1.2	0.8
National Fuel	16.0	3.5	12.3	2.3
Peoples	2.0	1.0	1.2	0.6
Philadelphia Gas Works	13.4	6.6	7.1	3.1
UGI Corp	6.0	6.1	2.2	2.3
UGI Penn Natural	6.1	5.2	2.0	2.2
Major Gas	10.5	5.5	4.7	2.5

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/01/15.

Major Water Utilities

Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies

January through March 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
Aqua PA	28	45	61%	210	156	-26%	87	76	-13%
PA American	103	92	-11%	211	424	101%	134	139	4%
Other Class A	7	14	100%	47	34	-28%	21	57	171%
Total	138	151	9%	468	614	31%	242	272	12%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	45	N/A	156	N/A
PA American	92	N/A	424	N/A
Other Class A	14	N/A	34	N/A
Total	151		614	
Average		N/A		N/A

*N/A - Not Available

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Aqua PA	13.1	23.9	10.3	21.8
PA American	6.2	12.0	4.6	6.5
Other Class A	8.3	4.1	3.7	1.7
Major Water	7.7	14.9	7.0	10.1

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/01/15.

Major Local Telephone Companies

Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies

January through March 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
CenturyLink	11	6	-45%	2	0	0%	13	10	-23%
Frontier Commonwealth	9	9	0%	1	0	0%	7	3	-57%
Verizon North	7	6	-14%	2	0	0%	17	7	-59%
Verizon PA	209	204	-2%	35	16	-54%	257	165	-36%
Windstream	7	7	0%	2	0	0%	11	6	-45%
Total	243	232	-5%	42	16	-62%	305	191	-37%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	6	N/A	0	N/A
Frontier Commonwealth	9	N/A	0	N/A
Verizon North	6	N/A	0	N/A
Verizon PA	204	N/A	16	N/A
Windstream	7	N/A	0	N/A
Total	232		16	
Average		N/A		N/A

*N/A - Not Available

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
CenturyLink	7.9	21.8	9.0	0.0
Frontier Commonwealth	5.6	11.1	6.0	0.0
Verizon North	5.7	14.2	0.5	0.0
Verizon PA	7.1	9.7	1.3	5.8
Windstream	18.9	20.3	9.5	0.0
Major Telephone	7.4	10.5	2.1	5.8

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/01/15.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2015

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	N/A		N/A			N/A	
Title 66	N/A		N/A			N/A	
Total	N/A		N/A			N/A	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	N/A	N/A	N/A	N/A	N/A		
Chapter 64	N/A	N/A	N/A	N/A	N/A		
Total	N/A	N/A	N/A	N/A	N/A		

*N/A - Not Available

Glossary of Terms

Consumer Complaints – Cases to BCS involving billing, service, rates and other issues not related to requests for payment terms.

Infraction – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

Inquiries – Consumer contacts to BCS that require no follow-up investigation beyond the initial contact.

Major Electric Distribution Companies – Electric distribution companies with more than 100,000 residential customers.

Major Local Telephone Companies – Local telephone companies with more than 50,000 residential customers.

Major Natural Gas Distribution Companies – Natural gas distribution companies with more than 100,000 residential customers.

Major Water Utilities – Non-municipal water utilities with annual revenues of \$1,000,000 or more for three years in a row (classified as “Class A”).

Payment Agreement Requests (PARs) – Consumer requests for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.

Justified Consumer Complaints – A consumer complaint case where, prior to BCS intervention, the company did not comply with Commission Orders, policies, regulations, reports, Secretarial Letters, tariffs or guidelines when the consumer brought the complaint to the company’s attention.

Justified Payment Agreement Requests – A payment agreement request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines.

Response Time – The time span in days from the date BCS first contacts the utility regarding a complaint or PAR, to the date on which the utility provides BCS with its report.