

# **Quarterly Update to UCARE Report**

**January – June 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.

# Table of Contents

<b><u>Introduction</u></b> .....	2
<b><u>BCS Activity</u></b>	
▪ Electric, Gas, Water and Telephone .....	4
<b><u>Major Electric Distribution Companies</u></b>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies.....	5
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests .....	6
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests.....	7
<b><u>Major Natural Gas Distribution Companies</u></b>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies.....	8
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests .....	9
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests.....	10
<b><u>Major Water Utilities</u></b>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies.....	11
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests .....	12
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests.....	13
<b><u>Major Local Telephone Companies</u></b>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies.....	14
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests .....	15
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests.....	16
<b><u>Compliance—Residential Verified Infraction Statistics by Industry</u></b>	
▪ Major Electric Distribution Companies.....	17
▪ Major Natural Gas Distribution Companies .....	17
▪ Major Water Utilities.....	17
▪ Major Local Telephone Companies .....	17
<b><u>Glossary of Terms</u></b> .....	18

## BCS Activity

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

January through June 2015

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,087	335	15,337	171	9,619
Gas	1,411	115	7,292	86	3,964
Water	401	22	2,011	11	891
Telephone	481	67	41	0	437
Other	4	2	5	0	767
<b>Total</b>	<b>6,384</b>	<b>541</b>	<b>24,686</b>	<b>268</b>	<b>15,678</b>

\*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 June 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	301	283	-6%	1,861	780	-58%	600	267	-56%
Met-Ed	740	444	-40%	1,849	1,508	-18%	761	449	-41%
PECO	927	799	-14%	3,912	3,051	-22%	1,161	583	-50%
Penelec	456	349	-23%	1,696	1,514	-11%	571	397	-30%
Penn Power	74	85	15%	342	420	23%	121	103	-15%
PPL	1,081	776	-28%	9,284	6,395	-31%	1,213	604	-50%
West Penn	423	348	-18%	1,106	1,076	-3%	641	371	-42%
<b>Total</b>	<b>4,002</b>	<b>3,084</b>	<b>-23%</b>	<b>20,050</b>	<b>14,744</b>	<b>-26%</b>	<b>5,068</b>	<b>2,774</b>	<b>-45%</b>

## Major Electric Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	283	11%	780	20%
Met-Ed	444	20%	1,508	7%
PECO	799	5%	3,051	8%
Penelec	349	27%	1,514	12%
Penn Power	85	0%	420	12%
PPL	776	0%	6,395	3%
West Penn	348	11%	1,076	9%
<b>Total</b>	<b>3,084</b>		<b>14,744</b>	
<b>Average</b>		<b>12%</b>		<b>9%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/10/15.

## Major Electric Distribution Companies

### Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 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	10.6	3.7	3.3
Penelec	16.6	9.9	9.9	4.7
Penn Power	14.8	9.3	8.0	5.0
PPL	16.3	19.9	7.9	13.4
West Penn	18.1	9.8	7.8	4.2
<b>Major Electric</b>	<b>14.5</b>	<b>12.4</b>	<b>6.7</b>	<b>6.9</b>

\*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/15.

## Major Natural Gas Distribution Companies

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

January through June 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	99	84	-15%	417	341	-18%	104	88	-15%
National Fuel	59	43	-27%	258	257	0%	52	32	-38%
Peoples	90	134	49%	383	626	63%	82	80	-2%
Peoples-Equitable	82	78	-5%	520	321	-38%	50	45	-10%
Philadelphia Gas Works	802	710	-11%	3,397	3,818	12%	563	451	-20%
UGI Corp	136	143	5%	1,162	971	-16%	136	108	-21%
UGI Penn Natural	97	80	-18%	854	657	-23%	83	63	-24%
<b>Total</b>	<b>1,365</b>	<b>1,272</b>	<b>-7%</b>	<b>6,991</b>	<b>6,991</b>	<b>0%</b>	<b>1,070</b>	<b>867</b>	<b>-19%</b>

## Major Natural Gas Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	84	22%	341	3%
National Fuel	43	0%	257	5%
Peoples	134	0%	626	0%
Peoples-Equitable	78	0%	321	7%
Philadelphia Gas Works	710	0%	3,818	2%
UGI Corp	143	0%	971	19%
UGI Penn Natural	80	0%	657	14%
<b>Total</b>	<b>1,272</b>		<b>6,991</b>	
<b>Average</b>		<b>4%</b>		<b>9%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/10/15.

# Major Natural Gas Distribution Companies

## Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Columbia	7.2	6.3	2.0	1.5
National Fuel	16.0	3.6	12.3	2.3
Peoples	2.0	1.0	1.2	0.6
Peoples-Equitable	2.7	1.4	1.2	0.8
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
<b>Major Gas</b>	<b>10.5</b>	<b>5.5</b>	<b>4.7</b>	<b>2.5</b>

\*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/15.

## Major Water Utilities

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

January through June 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	74	94	27%	448	357	-20%	87	76	-13%
PA American	209	253	21%	863	1,543	79%	135	141	4%
Other Class A	14	29	107%	111	87	-22%	21	58	176%
<b>Total</b>	<b>297</b>	<b>376</b>	<b>27%</b>	<b>1,422</b>	<b>1,987</b>	<b>40%</b>	<b>243</b>	<b>275</b>	<b>13%</b>

# Major Water Utilities

## Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	94	0%	357	6%
PA American	253	0%	1,543	28%
Other Class A	29	11%	87	3%
<b>Total</b>	<b>376</b>		<b>1,987</b>	
<b>Average</b>		<b>10%</b>		<b>19%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/10/15.

# Major Water Utilities

## Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Aqua PA	13.1	23.9	10.3	21.7
PA American	6.2	12.0	4.6	6.5
Other Class A	9.7	4.9	3.6	3.7
<b>Major Water</b>	<b>7.8</b>	<b>14.9</b>	<b>7.0</b>	<b>10.2</b>

\*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/15.

## Major Local Telephone Companies

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

January through June 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	18	10	-44%	5	2	-60%	13	10	-23%
Frontier Commonwealth	17	19	12%	1	0	0%	7	3	-57%
Verizon North	19	12	-37%	3	2	-33%	17	7	-59%
Verizon PA	397	379	-5%	45	31	-31%	257	165	-36%
Windstream	11	19	73%	2	1	-50%	11	6	-45%
<b>Total</b>	<b>462</b>	<b>439</b>	<b>-5%</b>	<b>56</b>	<b>36</b>	<b>-36%</b>	<b>305</b>	<b>191</b>	<b>-37%</b>

## Major Local Telephone Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	10	0%	2	0%
Frontier Commonwealth	19	67%	0	0%
Verizon North	12	100%	2	0%
Verizon PA	379	45%	31	0%
Windstream	19	50%	1	0%
<b>Total</b>	<b>439</b>		<b>36</b>	
<b>Average</b>		<b>47%</b>		<b>0%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 07/10/15.

# Major Local Telephone Companies

## Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 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	25.8	0.5	0.0
Verizon PA	7.1	9.6	1.3	5.8
Windstream	18.9	20.3	9.5	0.0
<b>Major Telephone</b>	<b>7.4</b>	<b>10.8</b>	<b>2.1</b>	<b>5.8</b>

\*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/15.

# Compliance

## Residential Verified Infraction Statistics by Industry Cases Opened January through June 2015

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

\*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.