

Quarterly Update to UCARE Report

January – December 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 December 2015

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,265	601	31,999	324	19,547
Gas	1,763	158	13,819	133	7,828
Water	622	41	4,023	23	1,734
Telephone	1,092	145	105	1	1,340
Other	3	0	2	0	1,219
Total	9,745	945	49,948	481	31,668

*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 December 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	625	639	2%	3,764	2,376	-37%	2,811	1,555	-45%
Met-Ed	1,259	735	-42%	3,662	3,223	-12%	2,943	2,113	-28%
PECO	1,708	1,147	-33%	8,501	6,154	-28%	5,201	3,931	-24%
Penelec	816	573	-30%	3,374	3,171	-6%	2,329	2,075	-11%
Penn Power	167	178	7%	808	948	17%	662	605	-9%
PPL	1,900	734	-61%	17,352	12,786	-26%	6,566	5,325	-19%
West Penn	845	656	-22%	2,356	2,319	-2%	2,607	1,975	-24%
Total	7,320	4,662	-36%	39,817	30,977	-22%	23,119	17,579	-24%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	639	17%	2,376	19%
Met-Ed	735	14%	3,223	10%
PECO	1,147	10%	6,154	7%
Penelec	573	14%	3,171	10%
Penn Power	178	5%	948	12%
PPL	734	7%	12,786	5%
West Penn	656	6%	2,319	7%
Total	4,662		30,977	
Average		10%		10%

*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 02/26/16.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Duquesne	4.3	20.6	1.9	12.4
Met-Ed	17.4	15.7	10.3	7.1
PECO	9.1	11.6	4.2	3.6
Penelec	16.9	14.9	10.4	7.3
Penn Power	14.7	15.8	8.7	7.0
PPL	20.3	18.7	19.6	12.6
West Penn	18.2	14.7	9.7	7.2
Major Electric	15.1	15.6	12.2	9.1

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/26/16.

Major Natural Gas Distribution Companies

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

January through December 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	190	147	-23%	819	679	-17%	607	478	-21%
National Fuel	107	74	-31%	626	490	-22%	301	218	-28%
Peoples	178	181	2%	838	1,059	26%	656	646	-2%
Peoples-Equitable	191	122	-36%	1,115	495	-56%	402	347	-14%
Philadelphia Gas Works	1,463	824	-44%	7,462	7,432	0%	3,885	4,477	15%
UGI Corp	271	151	-44%	2,531	1,784	-30%	746	689	-8%
UGI Penn Natural	176	87	-51%	1,646	1,308	-21%	441	414	-6%
Total	2,576	1,586	-38%	15,037	13,247	-12%	7,038	7,269	3%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	147	5%	679	3%
National Fuel	74	12%	490	5%
Peoples	181	5%	1,059	1%
Peoples-Equitable	122	4%	495	3%
Philadelphia Gas Works	824	16%	7,432	3%
UGI Corp	151	9%	1,784	13%
UGI Penn Natural	87	18%	1,308	16%
Total	1,586		13,247	
Average		12%		7%

*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 02/26/16.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Columbia	5.4	5.8	1.7	1.5
National Fuel	13.2	5.6	9.7	2.4
Peoples	3.0	3.0	2.3	1.4
Peoples-Equitable	2.0	2.3	1.2	1.1
Philadelphia Gas Works	16.6	15.8	10.4	7.6
UGI Corp	8.1	13.0	4.0	3.7
UGI Penn Natural	9.1	14.1	4.3	3.6
Major Gas	12.3	11.7	7.0	5.4

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/26/16.

Major Water Utilities

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

January through December 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	168	198	18%	1,104	741	-33%	321	279	-13%
PA American	430	348	-19%	2,897	3,081	6%	730	901	23%
Other Class A	21	46	119%	228	177	-22%	86	122	42%
Total	619	592	-4%	4,229	3,999	-5%	1,137	1,302	15%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	198	32%	741	7%
PA American	348	33%	3,081	19%
Other Class A	46	7%	177	5%
Total	592		3,999	
Average		30%		13%

*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 02/26/16.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Aqua PA	19.9	22.6	19.1	18.2
PA American	17.3	21.2	19.7	14.9
Other Class A	16.3	9.2	3.8	3.8
Major Water	17.9	20.7	18.7	15.0

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/26/16.

Major Local Telephone Companies

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

January through December 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	36	35	-3%	11	6	-45%	36	35	-3%
Frontier Commonwealth	43	39	-9%	1	2	100%	30	27	-10%
Verizon North	40	43	8%	6	3	-50%	38	52	37%
Verizon PA	750	847	13%	91	82	-10%	700	823	18%
Windstream	35	43	23%	4	1	-75%	30	32	7%
Total	904	1,007	11%	113	94	-17%	834	969	16%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	35	28%	6	0%
Frontier Commonwealth	39	64%	2	0%
Verizon North	43	37%	3	0%
Verizon PA	847	39%	82	3%
Windstream	43	70%	1	0%
Total	1,007		94	
Average		40%		3%

*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 02/26/16.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
CenturyLink	16.0	18.7	12.3	13.5
Frontier Commonwealth	21.5	18.2	6.0	11.0
Verizon North	5.9	20.8	2.5	7.3
Verizon PA	8.6	11.6	3.1	8.9
Windstream	16.4	22.3	11.5	11.0
Major Telephone	9.6	12.9	4.3	9.2

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/26/16.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	35	15	17	33	4	6	16
Title 66 and Other	2	0	0	2	1	2	0
Total	37	15	17	35	5	8	16
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	2	5	6	2	101	10	10
Title 66 and Other	0	0	0	0	10	0	1
Total	2	5	6	2	111	10	11
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	74		127			3	
Title 66 and Other	1		0			0	
Total	75		127			3	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	4	32	27	377	38		
Chapter 64	4	19	8	207	19		
Title 66	1	2	0	22	2		
Total	9	53	35	606	59		

Infraction data on this page is accurate as of 03/03/16.

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.