

# **Quarterly Update to UCARE Report**

**January – September 2017**

# 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 arrangement 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 Arrangement Request and Inquiry Statistics for Major Companies.....	5
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	6
▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests.....	7
<b><u>Major Natural Gas Distribution Companies</u></b>	
▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies.....	8
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	9
▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests.....	10
<b><u>Major Water Utilities</u></b>	
▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies.....	11
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	12
▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests.....	13
<b><u>Major Local Telephone Companies</u></b>	
▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies.....	14
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	15
▪ Response Time to Residential Consumer Complaints/Payment Arrangement 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 Arrangement Requests and Inquiries by Industry

January through September 2017

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,422	342	24,380	93	12,202
Gas	1,620	94	10,296	38	4,595
Water	658	33	2,867	11	2,082
Telephone	1,106	131	46	3	764
Other	5	0	3	0	489
<b>Total</b>	<b>9,811</b>	<b>600</b>	<b>37,592</b>	<b>145</b>	<b>20,132</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 Arrangement Request and Inquiry Statistics for Major Companies

January through September 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
Duquesne	430	463	8%	1,947	1,299	-33%	893	960	8%
Met-Ed	547	904	65%	3,772	3,125	-17%	1,879	1,578	-16%
PECO	697	1,042	49%	5,068	4,523	-11%	2,348	2,066	-12%
Penelec	500	831	66%	3,899	3,417	-12%	2,101	1,594	-24%
Penn Power	287	190	-34%	1,372	1,012	-26%	767	483	-37%
PPL	437	855	96%	9,512	7,651	-20%	3,003	2,775	-8%
West Penn	601	924	54%	2,727	2,845	4%	1,659	1,858	12%
<b>Total</b>	<b>3,499</b>	<b>5,209</b>	<b>49%</b>	<b>28,297</b>	<b>23,872</b>	<b>-16%</b>	<b>12,650</b>	<b>11,314</b>	<b>-11%</b>

# Major Electric Distribution Companies

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

January through September 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	463	11%	1,299	7%
Met-Ed	904	13%	3,125	14%
PECO	1,042	6%	4,523	10%
Penelec	831	13%	3,417	13%
Penn Power	190	13%	1,012	12%
PPL	855	11%	7,651	11%
West Penn	924	12%	2,845	6%
<b>Total</b>	<b>5,209</b>		<b>23,872</b>	
<b>Average</b>		<b>12%</b>		<b>10%</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 10/13/17.

# Major Electric Distribution Companies

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

January through September 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Duquesne	22.7	10.3	13.3	3.8
Met-Ed	17.8	15.9	8.2	7.6
PECO	13.7	14.7	3.8	3.7
Penelec	17.5	16.0	8.5	7.8
Penn Power	15.0	14.4	8.1	7.7
PPL	13.1	15.5	10.4	10.0
West Penn	17.8	15.6	8.8	7.8
<b>Major Electric</b>	<b>16.8</b>	<b>15.1</b>	<b>8.7</b>	<b>7.6</b>

\*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/13/17.

## Major Natural Gas Distribution Companies

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

January through September 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
Columbia	96	133	39%	547	466	-15%	372	270	-27%
National Fuel	33	71	115%	201	416	107%	78	154	97%
Peoples	104	159	53%	611	546	-11%	392	489	25%
Peoples-Equitable	73	113	55%	377	444	18%	197	178	-10%
Philadelphia Gas Works	577	782	36%	6,390	6,161	-4%	3,107	2,634	-15%
UGI Gas	86	124	44%	1,752	1,235	-30%	561	397	-29%
UGI Penn Natural	43	75	74%	1,129	683	-40%	280	170	-39%
<b>Total</b>	<b>1,012</b>	<b>1,457</b>	<b>44%</b>	<b>11,007</b>	<b>9,951</b>	<b>-10%</b>	<b>4,987</b>	<b>4,292</b>	<b>-14%</b>

## Major Natural Gas Distribution Companies

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

January through September 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	133	4%	466	0%
National Fuel	71	13%	416	4%
Peoples	159	2%	546	3%
Peoples-Equitable	113	0%	444	4%
Philadelphia Gas Works	782	13%	6,161	5%
UGI Gas	124	5%	1,235	7%
UGI Penn Natural	75	9%	683	6%
<b>Total</b>	<b>1,457</b>		<b>9,951</b>	
<b>Average</b>		<b>6%</b>		<b>5%</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 10/13/17.

# Major Natural Gas Distribution Companies

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

January through September 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Columbia	5.3	5.6	1.2	1.2
National Fuel	5.3	7.3	2.5	1.9
Peoples	3.8	2.6	1.2	0.7
Peoples-Equitable	2.1	3.1	1.4	1.2
Philadelphia Gas Works	17.8	18.6	8.0	11.3
UGI Gas	5.7	4.9	1.1	1.1
UGI Penn Natural	7.7	5.6	1.1	1.2
<b>Major Gas</b>	<b>12.4</b>	<b>12.0</b>	<b>5.2</b>	<b>7.4</b>

\*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/13/17.

## Major Water Utilities

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

January through September 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
Aqua PA	145	170	17%	543	488	-10%	186	147	-21%
PA American	282	418	48%	2,302	2,209	-4%	695	1,418	104%
Other Class A	47	41	-13%	177	134	-24%	54	49	-9%
<b>Total</b>	<b>474</b>	<b>629</b>	<b>33%</b>	<b>3,022</b>	<b>2,831</b>	<b>-6%</b>	<b>935</b>	<b>1,614</b>	<b>73%</b>

# Major Water Utilities

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

January through September 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	170	32%	488	8%
PA American	418	13%	2,209	19%
Other Class A	41	3%	134	5%
<b>Total</b>	<b>629</b>		<b>2,831</b>	
<b>Average</b>		<b>19%</b>		<b>13%</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 10/13/17.

# Major Water Utilities

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

January through September 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Aqua PA	21.9	16.0	13.2	10.2
PA American	22.5	22.9	14.2	16.8
Other Class A	10.7	16.8	4.1	8.6
<b>Major Water</b>	<b>20.9</b>	<b>20.2</b>	<b>13.4</b>	<b>15.2</b>

\*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/13/17.

## Major Local Telephone Companies

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

January through September 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
CenturyLink	47	71	51%	10	3	-70%	40	27	-33%
Frontier Commonwealth	58	89	53%	6	6	0%	44	41	-7%
Verizon North	50	39	-22%	1	0	-100%	39	20	-49%
Verizon PA	821	688	-16%	39	30	-23%	613	371	-39%
Windstream	55	118	115%	3	4	33%	35	31	-11%
<b>Total</b>	<b>1,031</b>	<b>1,005</b>	<b>-3%</b>	<b>59</b>	<b>43</b>	<b>-27%</b>	<b>771</b>	<b>490</b>	<b>-36%</b>

## Major Local Telephone Companies

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

January through September 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	71	23%	3	0%
Frontier Commonwealth	89	22%	6	0%
Verizon North	39	22%	0	0%
Verizon PA	688	38%	30	0%
Windstream	118	82%	4	0%
<b>Total</b>	<b>1,005</b>		<b>43</b>	
<b>Average</b>		<b>38%</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 10/13/17.

## Major Local Telephone Companies

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

January through September 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
CenturyLink	9.9	10.2	5.0	4.7
Frontier Commonwealth	21.7	11.4	16.8	3.0
Verizon North	15.8	12.1	27.0	0.0
Verizon PA	14.7	14.4	14.0	7.4
Windstream	27.0	23.2	21.3	21.5
<b>Major Telephone</b>	<b>15.6</b>	<b>14.7</b>	<b>13.4</b>	<b>8.0</b>

\*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/13/17.

# Compliance

## Residential Verified Infraction Statistics by Industry Cases Opened January through September 2017

<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	17	62	13	52	9	35	54
Title 66 and Other	8	3	2	3	3	5	8
<b>Total</b>	<b>25</b>	<b>65</b>	<b>15</b>	<b>55</b>	<b>12</b>	<b>40</b>	<b>62</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 Gas</b>	<b>UGI Penn Natural</b>
Chapter 56	1	3	1	1	8	2	7
Title 66 and Other	0	0	0	0	1	2	1
<b>Total</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>4</b>	<b>8</b>
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>			<b>Other Class A</b>	
Chapter 56	73		51			2	
Title 66 and Other	1		1			0	
<b>Total</b>	<b>74</b>		<b>52</b>			<b>2</b>	
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>		
Chapter 30	1	0	0	0	0		
Chapter 63	0	7	2	133	10		
Chapter 64	5	0	0	25	9		
Title 66 and Other	2	0	1	16	2		
<b>Total</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>174</b>	<b>21</b>		

Infraction data on this page is accurate as of 10/03/17.

## 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 are classified as “Class A.” The tables in this report present individual statistics for the two largest Class A water companies, PAWC and Aqua, and for the “Other Class A” companies as a whole. The “Other Class A” water companies are Audubon Water, Columbia Water, Newtown Artesian Water, SUEZ Water Bethel, SUEZ Water PA, and York Water Company.

**Payment Arrangement 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. The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.

**Justified Payment Arrangement Requests** – A Payment Arrangement Request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines. The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.

**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.