

Quarterly Update to UCARE Report

January – December 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.

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BCS Activity

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

January through December 2017

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	8,086	425	30,022	129	15,351
Gas	2,133	126	12,456	44	5,470
Water	884	47	3,582	14	2,553
Telephone	1,399	180	60	3	1,019
Other	7	0	4	0	703
Total	12,509	778	46,124	190	25,096

*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 December 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	590	588	-<1%	2,284	1,786	-22%	1,116	1,278	15%
Met-Ed	748	1,091	46%	4,432	3,722	-16%	2,276	1,896	-17%
PECO	930	1,323	42%	6,034	5,860	-3%	2,759	2,699	-2%
Penelec	677	1,014	50%	4,645	4,058	-13%	2,493	1,919	-23%
Penn Power	324	231	-29%	1,575	1,168	-26%	861	572	-34%
PPL	617	1,062	72%	11,528	9,457	-18%	3,861	3,541	-8%
West Penn	803	1,126	40%	3,254	3,431	5%	2,051	2,228	9%
Total	4,689	6,435	37%	33,752	29,482	-13%	15,417	14,133	-8%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	588	7%	1,786	8%
Met-Ed	1,091	12%	3,722	13%
PECO	1,323	5%	5,860	10%
Penelec	1,014	13%	4,058	12%
Penn Power	231	15%	1,168	11%
PPL	1,062	8%	9,457	12%
West Penn	1,126	11%	3,431	7%
Total	6,435		29,482	
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 01/12/18.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Duquesne	20.6	10.1	12.3	3.8
Met-Ed	17.7	15.7	8.1	7.7
PECO	13.7	15.5	3.7	3.9
Penelec	17.3	16.1	8.5	7.9
Penn Power	14.9	14.7	8.1	7.8
PPL	12.0	14.4	9.1	9.1
West Penn	17.8	15.8	8.6	7.7
Major Electric	16.4	15.0	8.1	7.3

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/12/18.

Major Natural Gas Distribution Companies

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

January through December 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	126	180	43%	684	558	-18%	455	335	-26%
National Fuel	54	111	106%	332	542	63%	108	190	76%
Peoples	159	207	30%	698	662	-5%	460	556	21%
Peoples-Equitable	118	151	28%	445	525	18%	227	208	-8%
Philadelphia Gas Works	776	985	27%	7,558	7,739	2%	3,637	3,195	-12%
UGI Gas	130	179	38%	2,182	1,315	-40%	656	434	-34%
UGI Penn Natural	76	108	42%	1,358	724	-47%	338	179	-47%
Total	1,439	1,921	33%	13,257	12,065	-9%	5,881	5,097	-13%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	180	3%	558	1%
National Fuel	111	5%	542	4%
Peoples	207	1%	662	4%
Peoples-Equitable	151	1%	525	5%
Philadelphia Gas Works	985	7%	7,739	5%
UGI Gas	179	5%	1,315	7%
UGI Penn Natural	108	6%	724	6%
Total	1,921		12,065	
Average		5%		5%

*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 01/12/18.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Columbia	5.2	5.4	1.3	1.2
National Fuel	5.4	9.7	2.7	2.6
Peoples	4.2	3.0	1.2	0.7
Peoples-Equitable	2.1	3.0	1.3	1.3
Philadelphia Gas Works	17.9	19.3	7.8	11.7
UGI Gas	5.1	5.5	1.1	1.2
UGI Penn Natural	8.2	6.5	1.2	1.2
Major Gas	12.0	12.5	5.0	8.0

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/12/18.

Major Water Utilities

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

January through December 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	207	250	21%	701	651	-7%	257	207	-19%
PA American	420	549	31%	2,907	2,704	-7%	920	1,624	77%
Other Class A	61	46	-25%	220	181	-18%	69	65	-6%
Total	688	845	23%	3,828	3,536	-8%	1,246	1,896	52%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	250	28%	651	8%
PA American	549	15%	2,704	17%
Other Class A	46	2%	181	4%
Total	845		3,536	
Average		18%		12%

*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 01/12/18.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Aqua PA	19.6	17.9	12.1	11.8
PA American	23.0	23.7	15.2	17.0
Other Class A	11.1	17.2	4.3	8.4
Major Water	20.6	21.3	14.0	15.5

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/12/18.

Major Local Telephone Companies

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

January through December 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	62	92	48%	11	5	-55%	44	40	-9%
Frontier Commonwealth	85	113	33%	6	8	33%	51	52	2%
Verizon North	68	52	-24%	1	0	-100%	44	29	-34%
Verizon PA	1,070	880	-18%	56	38	-32%	773	492	-36%
Windstream	92	144	57%	4	6	50%	47	37	-21%
Total	1,377	1,281	-7%	78	57	-27%	959	650	-32%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	92	40%	5	0%
Frontier Commonwealth	113	66%	8	20%
Verizon North	52	38%	0	0%
Verizon PA	880	42%	38	5%
Windstream	144	68%	6	33%
Total	1,281		57	
Average		49%		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 01/12/18.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
CenturyLink	9.9	10.0	5.4	6.6
Frontier Commonwealth	20.5	11.6	16.8	3.1
Verizon North	14.1	13.4	27.0	n/a
Verizon PA	14.8	13.8	13.4	8.6
Windstream	26.3	22.8	19.3	21.6
Major Telephone	15.7	14.3	13.0	8.8

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/12/18.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through December 2017

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	33	71	25	77	22	64	66
Title 66 and Other	9	5	1	4	5	7	10
Total	42	76	26	81	27	71	76
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	1	7	1	2	32	6	7
Title 66 and Other	0	0	0	0	5	2	2
Total	1	7	1	2	37	8	9
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	108		77			3	
Title 66 and Other	2		2			0	
Total	110		79			3	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	1	5	1	5	7		
Chapter 63	63	211	53	554	299		
Chapter 64	28	40	0	71	24		
Title 66 and Other	3	7	3	35	11		
Total	95	263	57	665	341		

Infraction data on this page is accurate as of 01/22/18.

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.