

Quarterly Update to UCARE Report

January – March 2018

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 March 2018

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	2,259	153	3,280	35	2,149
Gas	673	46	1,404	27	652
Water	272	17	523	3	429
Telephone	350	39	15	0	225
Other	3	1	0	0	261
Total	3,557	256	5,222	65	3,716

*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 March 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
Duquesne	123	105	-15%	110	90	-18%	107	99	-7%
Met-Ed	242	293	21%	252	314	25%	239	257	8%
PECO	232	364	57%	397	447	13%	258	318	23%
Penelec	196	202	3%	272	329	21%	230	220	-4%
Penn Power	52	62	19%	114	98	-14%	64	49	-23%
PPL	177	256	45%	1,136	1,562	38%	544	499	-8%
West Penn	225	295	31%	248	332	34%	258	254	-2%
Total	1,247	1,577	26%	2,529	3,172	25%	1,700	1,696	-<1%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	105	N/A	90	N/A
Met-Ed	293	N/A	314	N/A
PECO	364	N/A	447	N/A
Penelec	202	N/A	329	N/A
Penn Power	62	N/A	98	N/A
PPL	256	N/A	1,562	N/A
West Penn	295	N/A	332	N/A
Total	1,577		3,172	
Average		N/A		N/A

*N/A – 2018 statistics are not yet available

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Duquesne	8.9	6.4	1.6	2.6
Met-Ed	11.4	9.2	5.1	2.4
PECO	13.5	12.1	4.6	3.9
Penelec	10.7	7.5	4.9	2.8
Penn Power	8.8	8.0	5.4	3.2
PPL	11.5	14.6	4.9	3.1
West Penn	10.5	7.8	5.5	3.0
Major Electric	11.1	9.9	4.8	3.1

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/13/18.

Major Natural Gas Distribution Companies

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

January through March 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
Columbia	42	37	-12%	72	65	-10%	50	46	-8%
National Fuel	14	20	43%	43	55	28%	24	14	-42%
Peoples	31	40	29%	37	40	8%	33	38	15%
Peoples-Equitable	18	44	144%	37	27	-27%	18	16	-11%
Philadelphia Gas Works	203	260	28%	715	828	16%	431	323	-25%
UGI Gas	32	71	122%	232	183	-21%	102	81	-21%
UGI Penn Natural	22	42	91%	145	133	-8%	47	27	-43%
Total	362	514	42%	1,281	1,331	4%	705	545	-23%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	37	N/A	65	N/A
National Fuel	20	N/A	55	N/A
Peoples	40	N/A	40	N/A
Peoples-Equitable	44	N/A	27	N/A
Philadelphia Gas Works	260	N/A	828	N/A
UGI Gas	71	N/A	183	N/A
UGI Penn Natural	42	N/A	133	N/A
Total	514		1,331	
Average		N/A		N/A

*N/A – 2018 statistics are not yet available

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Columbia	6.0	5.8	1.0	1.0
National Fuel	5.6	9.2	1.6	4.0
Peoples	4.1	2.6	0.9	1.5
Peoples-Equitable	4.1	2.1	1.1	1.3
Philadelphia Gas Works	9.8	9.2	4.4	3.4
UGI Gas	5.1	12.8	0.7	3.3
UGI Penn Natural	5.2	14.9	0.7	3.3
Major Gas	7.7	8.8	2.8	3.2

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/13/18.

Major Water Utilities

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

January through March 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
Aqua PA	53	75	42%	140	106	-24%	55	40	-27%
PA American	102	166	63%	385	372	-3%	170	170	0%
Other Class A	15	15	0%	45	42	-7%	9	8	-11%
Total	170	256	51%	570	520	-9%	234	218	-7%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	75	N/A	106	N/A
PA American	166	N/A	372	N/A
Other Class A	15	N/A	42	N/A
Total	256		520	
Average		N/A		N/A

*N/A – 2018 statistics are not yet available

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Aqua PA	17.6	14.1	9.9	12.5
PA American	22.3	20.2	12.8	10.1
Other Class A	20.0	14.2	10.9	7.6
Major Water	20.5	17.7	11.9	10.4

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/13/18.

Major Local Telephone Companies

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

January through March 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
CenturyLink	27	22	-19%	1	2	100%	7	8	14%
Frontier Commonwealth	24	20	-17%	1	0	-100%	14	8	-43%
Verizon North	10	23	130%	0	0	0%	8	9	13%
Verizon PA	212	202	-5%	9	10	11%	140	107	-24%
Windstream	32	29	-9%	1	0	-100%	10	9	-10%
Total	305	296	-3%	12	12	0%	179	141	-21%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	22	N/A	2	N/A
Frontier Commonwealth	20	N/A	0	N/A
Verizon North	23	N/A	0	N/A
Verizon PA	202	N/A	10	N/A
Windstream	29	N/A	0	N/A
Total	296		12	
Average		N/A		N/A

*N/A – 2018 statistics are not yet available

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
CenturyLink	7.0	6.3	10.0	1.0
Frontier Commonwealth	13.3	7.5	7.0	0.0
Verizon North	13.2	15.3	0.0	0.0
Verizon PA	15.8	13.4	5.9	9.8
Windstream	27.4	25.5	22.0	0.0
Major Telephone	15.9	13.6	7.7	8.3

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/13/18.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2018

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 and Other	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	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66 and Other	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 and Other	N/A		N/A			N/A	
Total	N/A		N/A			N/A	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	N/A	N/A	N/A	N/A	N/A		
Chapter 63	N/A	N/A	N/A	N/A	N/A		
Chapter 64	N/A	N/A	N/A	N/A	N/A		
Title 66 and Other	N/A	N/A	N/A	N/A	N/A		
Total	N/A	N/A	N/A	N/A	N/A		

*N/A – 2018 statistics are not yet 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 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.