

Quarterly Update to UCARE Report

January – September 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 September 2018

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	7,389	373	26,318	129	11,679
Gas	2,133	112	10,631	99	4,042
Water	1,062	80	3,334	38	2,322
Telephone	1,334	142	54	0	714
Other	14	0	10	0	697
Total	11,932	707	40,347	266	19,454

*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 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	458	480	5%	1,292	1,813	40%	973	1,049	8%
Met-Ed	898	971	8%	3,101	3,329	7%	1,607	1,407	-12%
PECO	1,023	1,502	47%	4,486	5,118	14%	2,123	2,138	1%
Penelec	831	779	-6%	3,401	3,568	5%	1,608	1,565	-3%
Penn Power	189	202	7%	1,008	961	-5%	488	390	-20%
PPL	848	912	8%	7,635	7,516	-2%	2,797	2,254	-19%
West Penn	917	1,043	14%	2,835	3,463	22%	1,873	1,801	-4%
Total	5,164	5,889	14%	23,758	25,768	8%	11,469	10,604	-8%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	480	6%	1,813	9%
Met-Ed	971	9%	3,329	10%
PECO	1,502	11%	5,118	15%
Penelec	779	6%	3,568	12%
Penn Power	202	6%	961	13%
PPL	912	9%	7,516	11%
West Penn	1,043	8%	3,463	10%
Total	5,889		25,768	
Average		8%		11%

*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 10/05/18.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through September 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Duquesne	10.4	7.8	3.8	2.9
Met-Ed	16.1	13.5	7.8	5.3
PECO	15.6	15.9	3.9	4.8
Penelec	16.3	12.5	8.0	5.1
Penn Power	14.6	12.1	7.9	5.7
PPL	15.8	13.8	10.0	6.6
West Penn	15.9	12.5	8.0	5.4
Major Electric	15.4	13.3	7.7	5.4

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/05/18.

Major Natural Gas Distribution Companies

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

January through September 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	138	116	-16%	457	461	1%	274	254	-7%
National Fuel	74	82	11%	413	478	16%	154	149	-3%
Peoples	160	176	10%	543	600	10%	491	315	-36%
Peoples-Equitable	114	161	41%	443	525	19%	178	142	-20%
Philadelphia Gas Works	773	866	12%	6,137	5,156	-16%	2,667	1,942	-27%
UGI Gas	127	250	97%	1,223	1,798	47%	406	423	4%
UGI Penn Natural	75	175	133%	681	1,111	63%	172	164	-5%
Total	1,461	1,826	25%	9,897	10,129	2%	4,342	3,389	-22%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	116	2%	461	2%
National Fuel	82	13%	478	4%
Peoples	176	0%	600	9%
Peoples-Equitable	161	1%	525	6%
Philadelphia Gas Works	866	4%	5,156	9%
UGI Gas	250	8%	1,798	8%
UGI Penn Natural	175	19%	1,111	15%
Total	1,826		10,129	
Average		6%		9%

*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 10/05/18.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through September 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Columbia	5.7	6.1	1.1	1.3
National Fuel	7.7	13.0	1.9	6.5
Peoples	2.6	3.4	0.7	1.7
Peoples-Equitable	3.1	3.2	1.2	1.6
Philadelphia Gas Works	19.0	17.5	11.6	10.2
UGI Gas	4.9	16.9	1.1	5.6
UGI Penn Natural	5.7	16.1	1.2	5.4
Major Gas	12.3	13.7	7.6	7.3

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/05/18.

Major Water Utilities

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

January through September 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	174	224	29%	479	459	-4%	152	931	513%
PA American	410	576	40%	2,182	2,539	16%	1,450	619	-57%
Pittsburgh Water & Sewer*	n/a	184	n/a	n/a	174	n/a	63	165	162%
Other Class A	40	48	20%	134	134	0%	50	64	28%
Total	624	1,032	65%	2,795	3,306	18%	1,715	1,779	4%

*Pittsburgh Water & Sewer came under the Commission's regulatory authority effective 04/01/18. Pittsburgh Water & Sewer's statistics include water and sewer.

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	224	20%	459	8%
PA American	576	14%	2,539	18%
Pittsburgh Water & Sewer**	184	6%	174	7%
Other Class A	48	7%	134	5%
Total	1,032		3,306	
Average		14%		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 10/05/18.

**Pittsburgh Water & Sewer came under the Commission's regulatory authority effective 04/01/18. Pittsburgh Water & Sewer's statistics include water and sewer.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through September 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Aqua PA	16.3	16.3	10.9	10.0
PA American	23.1	23.6	17.0	14.4
Pittsburgh Water & Sewer**	n/a	7.6	n/a	7.8
Other Class A	17.5	16.3	8.8	7.9
Major Water	20.5	18.6	15.5	13.2

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/05/18.

**Pittsburgh Water & Sewer came under the Commission's regulatory authority effective 04/01/18. Pittsburgh Water & Sewer's statistics include water and sewer.

Major Local Telephone Companies

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

January through September 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	72	126	75%	3	6	100%	27	36	33%
Frontier Commonwealth	88	107	22%	7	3	-57%	41	23	-44%
Verizon North	39	60	54%	0	0	0%	20	15	-25%
Verizon PA	686	792	15%	30	34	13%	373	338	-9%
Windstream	118	110	-7%	4	3	-25%	31	24	-23%
Total	1,003	1,195	19%	44	46	5%	492	436	-11%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	126	54%	6	0%
Frontier Commonwealth	107	53%	3	0%
Verizon North	60	63%	0	0%
Verizon PA	792	50%	34	0%
Windstream	110	62%	3	0%
Total	1,195		46	
Average		53%		0%

*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 10/05/18.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through September 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
CenturyLink	10.2	11.4	4.7	9.5
Frontier Commonwealth	12.0	10.4	2.9	5.0
Verizon North	12.7	16.6	0.0	0.0
Verizon PA	14.5	15.3	7.6	7.9
Windstream	23.1	17.8	21.5	15.0
Major Telephone	14.9	14.8	7.9	8.4

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/05/18.

Compliance

Residential Verified Infraction Statistics by Industry* Cases Opened January through September 2018

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	17	40	24	34	10	58	47
Title 66 and Other	0	2	2	0	0	2	7
Total	17	42	26	34	10	60	54
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	0	2	0	0	19	24	19
Title 66 and Other	1	0	0	0	0	0	0
Total	1	2	0	0	19	24	19
WATER	Aqua PA		PA American		Pittsburgh Water & Sewer**		Other Class A
Chapter 56	58		55		8		6
Title 66 and Other	2		3		0		0
Total	60		58		8		6
TELEPHONE	CenturyLink	Frontier Commonwealth		Verizon North	Verizon PA		Windstream
Chapter 30	0	1		2	13		5
Chapter 63	30	50		40	373		166
Chapter 64	0	10		2	34		1
Title 66 and Other	1	4		1	18		4
Total	31	65		45	438		176

*Infraction data on this page is accurate as of 10/18/18.

**Pittsburgh Water & Sewer came under the Commission's regulatory authority effective 04/01/18. Pittsburgh Water & Sewer's statistics include water and sewer.

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.