

Quarterly Update to UCARE Report

January – December 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.

Table of Contents

<u>Introduction</u>	2
<u>BCS Activity</u>	
▪ Electric, Gas, Water and Telephone.....	4
<u>Major Electric Distribution Companies</u>	
▪ 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
<u>Major Natural Gas Distribution Companies</u>	
▪ 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
<u>Major Water Utilities</u>	
▪ 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
<u>Major Local Telephone Companies</u>	
▪ 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
<u>Compliance—Residential Verified Infraction Statistics by Industry</u>	
▪ Major Electric Distribution Companies.....	17
▪ Major Natural Gas Distribution Companies	17
▪ Major Water Utilities.....	17
▪ Major Local Telephone Companies	17
<u>Glossary of Terms</u>	18

BCS Activity

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

January through December 2018

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	9,234	447	31,533	150	14,593
Gas	2,723	133	13,004	122	5,144
Water	1,417	114	4,275	42	2,996
Telephone	1,814	188	63	0	956
Other	13	0	14	0	1,158
Total	15,201	882	48,889	314	24,847

*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 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	583	608	4%	1,784	2,205	24%	1,293	1,295	0%
Met-Ed	1,092	1,201	10%	3,706	3,909	5%	1,927	1,756	-9%
PECO	1,308	1,899	45%	5,832	6,399	10%	2,754	2,752	0%
Penelec	1,014	949	-6%	4,042	4,089	1%	1,946	1,896	-3%
Penn Power	230	257	12%	1,169	1,097	-6%	581	468	-19%
PPL	1,057	1,162	10%	9,445	9,122	-3%	3,574	2,860	-20%
West Penn	1,119	1,304	17%	3,427	4,036	18%	2,256	2,170	-4%
Total	6,403	7,380	15%	29,405	30,857	5%	14,331	13,197	-8%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	608	9%	2,205	9%
Met-Ed	1,201	9%	3,909	11%
PECO	1,899	13%	6,399	15%
Penelec	949	7%	4,089	13%
Penn Power	257	7%	1,097	14%
PPL	1,162	9%	9,122	11%
West Penn	1,304	8%	4,036	9%
Total	7,380		30,857	
Average		9%		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 01/11/19.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Duquesne	10.2	8.6	3.8	3.0
Met-Ed	15.7	13.5	7.7	5.3
PECO	15.6	16.3	3.9	5.0
Penelec	16.2	12.6	7.9	5.2
Penn Power	14.7	12.3	7.8	5.7
PPL	14.4	13.5	9.1	6.5
West Penn	15.8	12.8	7.8	5.6
Major Electric	15.1	13.5	7.3	5.5

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/11/19.

Major Natural Gas Distribution Companies

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

January through December 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	180	163	-9%	553	543	-2%	339	313	-8%
National Fuel	112	112	0%	540	601	11%	194	212	9%
Peoples	206	234	14%	661	716	8%	563	369	-34%
Peoples-Equitable	151	198	31%	525	625	19%	210	170	-19%
Philadelphia Gas Works	980	1,066	9%	7,701	6,141	-20%	3,265	2,340	-28%
UGI Gas	178	361	103%	1,311	2,318	77%	442	687	55%
UGI Penn Natural	110	227	106%	721	1,431	98%	182	245	35%
Total	1,917	2,361	23%	12,012	12,375	3%	5,195	4,336	-17%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	163	1%	543	2%
National Fuel	112	8%	601	8%
Peoples	234	5%	716	8%
Peoples-Equitable	198	3%	625	7%
Philadelphia Gas Works	1,066	7%	6,141	10%
UGI Gas	361	15%	2,318	10%
UGI Penn Natural	227	18%	1,431	16%
Total	2,361		12,375	
Average		9%		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 01/11/19.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Columbia	5.5	6.4	1.2	1.4
National Fuel	9.6	12.5	2.6	6.9
Peoples	2.9	3.3	0.7	1.7
Peoples-Equitable	3.0	3.3	1.3	1.7
Philadelphia Gas Works	19.4	18.0	11.7	10.7
UGI Gas	5.6	16.2	1.2	5.5
UGI Penn Natural	7.1	16.2	1.2	5.5
Major Gas	12.6	13.8	8.0	7.5

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/11/19.

Major Water Utilities

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

January through December 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	256	289	13%	638	601	-6%	216	1,215	463%
PA American	544	768	41%	2,687	3,274	22%	1,656	865	-48%
Pittsburgh Water & Sewer*	n/a	256	n/a	n/a	201	n/a	82	190	132%
Other Class A	45	67	49%	180	165	-8%	67	73	9%
Total	845	1,380	63%	3,505	4,241	21%	2,021	2,343	16%

*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 December 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	289	19%	601	10%
PA American	768	17%	3,274	20%
Pittsburgh Water & Sewer**	256	7%	201	9%
Other Class A	67	12%	165	4%
Total	1,380		4,241	
Average		16%		14%

*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 01/11/19.

**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 December 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Aqua PA	18.6	17.8	12.0	11.2
PA American	23.6	23.9	17.0	16.0
Pittsburgh Water & Sewer**	n/a	8.0	n/a	7.4
Other Class A	17.2	17.1	8.6	7.9
Major Water	21.4	19.2	15.6	14.6

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/11/19.

**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 December 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	92	178	93%	5	6	20%	40	47	18%
Frontier Commonwealth	113	156	38%	8	4	-50%	52	38	-27%
Verizon North	52	71	37%	0	2	n/a	29	25	-14%
Verizon PA	878	1,067	22%	38	41	8%	499	438	-12%
Windstream	147	167	14%	6	3	-50%	38	40	5%
Total	1,282	1,639	28%	57	56	-2%	658	588	-11%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	178	52%	6	0%
Frontier Commonwealth	156	50%	4	0%
Verizon North	71	56%	2	0%
Verizon PA	1,067	49%	41	0%
Windstream	167	63%	3	0%
Total	1,639		56	
Average		52%		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 01/11/19.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
CenturyLink	10.0	13.5	6.6	9.5
Frontier Commonwealth	11.6	10.8	3.1	5.8
Verizon North	13.4	15.9	0.0	7.5
Verizon PA	13.9	14.9	8.6	7.7
Windstream	23.0	16.7	21.6	15.0
Major Telephone	14.4	14.6	8.8	8.1

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/11/19.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	25	56	27	52	12	71	66
Title 66 and Other	1	2	4	0	0	1	7
Total	26	58	31	52	12	72	73
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	0	6	2	0	56	41	24
Title 66 and Other	1	0	1	0	2	0	0
Total	1	6	3	0	58	41	24
WATER	Aqua PA		PA American		Pittsburgh Water & Sewer**		Other Class A
Chapter 56	85		96		15		10
Title 66 and Other	2		9		1		0
Total	87		105		16		10
TELEPHONE	CenturyLink	Frontier Commonwealth		Verizon North	Verizon PA		Windstream
Chapter 30	0	8		3	16		7
Chapter 63	70	67		43	604		258
Chapter 64	0	30		2	42		1
Title 66 and Other	2	7		1	27		5
Total	72	112		49	689		271

*Infraction data on this page is accurate as of 01/23/19.

**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.