

# **Quarterly Update to UCARE Report**

**January – March 2019**

# 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 2019

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,877	89	3,199	34	1,922
Gas	593	48	1,404	22	662
Water	292	20	692	5	354
Telephone	308	49	10	0	192
Other	4	0	0	0	160
<b>Total</b>	<b>3,074</b>	<b>206</b>	<b>5,305</b>	<b>61</b>	<b>3,290</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 March 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
Duquesne	103	105	2%	86	120	40%	108	92	-15%
Met-Ed	301	191	-37%	299	421	41%	266	248	-7%
PECO	347	333	-4%	429	461	7%	357	277	-22%
Penelec	203	154	-24%	322	404	25%	227	230	1%
Penn Power	64	38	-41%	92	140	52%	51	66	29%
PPL	260	219	-16%	1,543	975	-37%	518	436	-16%
West Penn	303	281	-7%	318	472	48%	261	282	8%
<b>Total</b>	<b>1,581</b>	<b>1,321</b>	<b>-16%</b>	<b>3,089</b>	<b>2,993</b>	<b>-3%</b>	<b>1,788</b>	<b>1,631</b>	<b>-9%</b>

# Major Electric Distribution Companies

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

January through March 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	105	N/A	120	N/A
Met-Ed	191	N/A	421	N/A
PECO	333	N/A	461	N/A
Penelec	154	N/A	404	N/A
Penn Power	38	N/A	140	N/A
PPL	219	N/A	975	N/A
West Penn	281	N/A	472	N/A
<b>Total</b>	<b>1,321</b>		<b>2,993</b>	
<b>Average</b>		<b>N/A</b>		<b>N/A</b>

\*N/A – The 2019 statistics are not yet available.

# Major Electric Distribution Companies

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

January through March 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Duquesne	6.6	6.7	2.7	1.7
Met-Ed	10.9	8.0	3.6	2.9
PECO	13.6	14.1	4.3	4.9
Penelec	8.1	8.8	3.9	2.0
Penn Power	8.2	6.3	4.8	2.3
PPL	15.6	9.7	3.2	3.5
West Penn	9.4	9.0	4.1	2.7
<b>Major Electric</b>	<b>11.2</b>	<b>9.9</b>	<b>3.6</b>	<b>3.2</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/05/19.

## Major Natural Gas Distribution Companies

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

January through March 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
Columbia	37	29	-22%	64	56	-13%	47	24	-49%
National Fuel	21	18	-14%	54	50	-7%	14	20	43%
Peoples	39	42	8%	40	58	45%	40	41	3%
Peoples-Equitable	43	27	-37%	27	30	11%	17	31	82%
Philadelphia Gas Works	257	202	-21%	806	556	-31%	348	226	-35%
UGI Gas	74	81	9%	181	293	62%	82	124	51%
UGI Penn Natural	43	70	63%	130	253	95%	29	57	97%
<b>Total</b>	<b>514</b>	<b>469</b>	<b>-9%</b>	<b>1,302</b>	<b>1,296</b>	<b>-&lt;1%</b>	<b>577</b>	<b>523</b>	<b>-9%</b>

## Major Natural Gas Distribution Companies

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

January through March 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	29	N/A	56	N/A
National Fuel	18	N/A	50	N/A
Peoples	42	N/A	58	N/A
Peoples-Equitable	27	N/A	30	N/A
Philadelphia Gas Works	202	N/A	556	N/A
UGI Gas	81	N/A	293	N/A
UGI Penn Natural	70	N/A	253	N/A
<b>Total</b>	<b>469</b>		<b>1,296</b>	
<b>Average</b>		<b>N/A</b>		<b>N/A</b>

\*N/A – The 2019 statistics are not yet available.

# Major Natural Gas Distribution Companies

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

January through March 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Columbia	6.2	6.8	1.0	1.2
National Fuel	8.9	10.7	4.0	3.7
Peoples	2.6	3.0	1.5	1.5
Peoples-Equitable	2.1	2.9	1.3	1.9
Philadelphia Gas Works	10.6	11.5	4.8	3.2
UGI Gas	13.2	5.8	3.6	1.9
UGI Penn Natural	15.2	5.4	3.6	2.1
<b>Major Gas</b>	<b>9.7</b>	<b>7.8</b>	<b>4.1</b>	<b>2.5</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/05/19.

## Major Water Utilities

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

January through March 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
Aqua PA	80	51	-36%	101	113	12%	41	45	10%
PA American	166	157	-5%	366	513	40%	176	167	-5%
Pittsburgh Water & Sewer*	n/a	59	n/a	n/a	33	n/a	50	29	-42%
Other Class A	15	15	0%	41	29	-29%	9	7	-22%
<b>Total</b>	<b>261</b>	<b>282</b>	<b>8%</b>	<b>508</b>	<b>688</b>	<b>35%</b>	<b>276</b>	<b>248</b>	<b>-10%</b>

\*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 March 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	51	N/A	113	N/A
PA American	157	N/A	513	N/A
Pittsburgh Water & Sewer**	59	N/A	33	N/A
Other Class A	15	N/A	29	N/A
<b>Total</b>	<b>282</b>		<b>688</b>	
<b>Average</b>		<b>N/A</b>		<b>N/A</b>

\*N/A – The 2019 statistics are not yet available.

\*\*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 March 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Aqua PA	14.4	24.7	12.3	20.0
PA American	21.4	19.8	11.3	13.0
Pittsburgh Water & Sewer**	n/a	7.0	n/a	5.3
Other Class A	15.7	10.6	7.9	11.5
<b>Major Water</b>	<b>18.8</b>	<b>16.9</b>	<b>11.2</b>	<b>13.7</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/05/19.

\*\*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 March 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
CenturyLink	21	14	-33%	1	1	0%	10	2	-80%
Frontier Commonwealth	17	31	82%	0	1	n/a	11	6	-45%
Verizon North	19	17	-11%	0	0	0%	14	4	-71%
Verizon PA	196	189	-4%	6	6	0%	117	99	-15%
Windstream	29	29	0%	0	0	0%	9	9	0%
<b>Total</b>	<b>282</b>	<b>280</b>	<b>-1%</b>	<b>7</b>	<b>8</b>	<b>14%</b>	<b>161</b>	<b>120</b>	<b>-25%</b>

## Major Local Telephone Companies

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

January through March 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	14	N/A	1	N/A
Frontier Commonwealth	31	N/A	1	N/A
Verizon North	17	N/A	0	N/A
Verizon PA	189	N/A	6	N/A
Windstream	29	N/A	0	N/A
<b>Total</b>	<b>280</b>		<b>8</b>	
<b>Average</b>		<b>N/A</b>		<b>N/A</b>

\*N/A – The 2019 statistics are not yet available.

## Major Local Telephone Companies

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

January through March 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
CenturyLink	6.3	16.9	2.0	21.0
Frontier Commonwealth	8.9	15.5	0.0	2.0
Verizon North	17.6	19.2	0.0	0.0
Verizon PA	14.2	12.4	9.2	1.5
Windstream	25.6	16.9	0.0	0.0
<b>Major Telephone</b>	<b>14.7</b>	<b>13.9</b>	<b>8.1</b>	<b>4.0</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/05/19.

# Compliance

## Residential Verified Infraction Statistics by Industry\* Cases Opened January through March 2019

<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	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
<b>Total</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</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	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
<b>Total</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>		<b>Pittsburgh Water &amp; Sewer**</b>		<b>Other Class A</b>
Chapter 56	N/A		N/A		N/A		N/A
Title 66 and Other	N/A		N/A		N/A		N/A
<b>Total</b>	<b>N/A</b>		<b>N/A</b>		<b>N/A</b>		<b>N/A</b>
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>		<b>Verizon North</b>	<b>Verizon PA</b>		<b>Windstream</b>
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
<b>Total</b>	<b>N/A</b>	<b>N/A</b>		<b>N/A</b>	<b>N/A</b>		<b>N/A</b>

\*N/A – The 2019 statistics are not yet available.

\*\*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.