

# **Quarterly Update to UCARE Report**

**January – September 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 September 2019

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,104	239	24,339	115	10,375
Gas	1,920	106	9,222	107	3,752
Water	858	69	2,819	22	1,347
Telephone	1,010	145	24	0	598
Other	11	0	3	0	497
<b>Total</b>	<b>9,903</b>	<b>559</b>	<b>36,407</b>	<b>244</b>	<b>16,569</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 September 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	473	446	-6%	1,790	1,397	-22%	1,084	636	-41%
Met-Ed	963	660	-31%	3,287	3,180	-3%	1,459	1,353	-7%
PECO	1,463	1,312	-10%	5,059	4,710	-7%	2,244	1,792	-20%
Penelec	776	588	-24%	3,538	3,484	-2%	1,604	1,523	-5%
Penn Power	204	149	-27%	950	1,042	10%	402	419	4%
PPL	909	757	-17%	7,471	6,179	-17%	2,312	2,031	-12%
West Penn	1,044	818	-22%	3,431	3,688	7%	1,843	1,734	-6%
<b>Total</b>	<b>5,832</b>	<b>4,730</b>	<b>-19%</b>	<b>25,526</b>	<b>23,680</b>	<b>-7%</b>	<b>10,948</b>	<b>9,488</b>	<b>-13%</b>

# Major Electric Distribution Companies

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

January through September 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	446	9%	1,397	11%
Met-Ed	660	10%	3,180	12%
PECO	1,312	5%	4,710	18%
Penelec	588	7%	3,484	12%
Penn Power	149	7%	1,042	13%
PPL	757	10%	6,179	9%
West Penn	818	4%	3,688	11%
<b>Total</b>	<b>4,730</b>		<b>23,680</b>	
<b>Average</b>		<b>7%</b>		<b>12%</b>

\* 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 10/04/19.

# Major Electric Distribution Companies

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

January through September 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Duquesne	8.7	12.5	3.0	4.5
Met-Ed	13.8	15.1	5.4	7.4
PECO	16.6	16.5	5.0	5.6
Penelec	13.0	16.3	5.3	7.0
Penn Power	12.6	15.9	5.8	7.4
PPL	14.3	18.1	6.6	8.1
West Penn	13.0	15.6	5.7	7.2
<b>Major Electric</b>	<b>13.8</b>	<b>16.0</b>	<b>5.5</b>	<b>7.0</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/04/19.

# Major Natural Gas Distribution Companies

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

January through September 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	114	99	-13%	456	369	-19%	260	188	-28%
National Fuel	82	75	-9%	466	443	-5%	161	134	-17%
Peoples	174	183	5%	595	753	27%	322	413	28%
Peoples-Equitable	162	122	-25%	516	571	11%	150	185	23%
Philadelphia Gas Works	845	715	-15%	5,125	3,652	-29%	2,001	1,445	-28%
UGI Gas	249	244	-2%	1,787	1,729	-3%	437	545	25%
UGI Penn Natural	181	179	-1%	1,100	1,162	6%	173	243	40%
<b>Total</b>	<b>1,807</b>	<b>1,617</b>	<b>-11%</b>	<b>10,045</b>	<b>8,679</b>	<b>-14%</b>	<b>3,504</b>	<b>3,153</b>	<b>-10%</b>

## Major Natural Gas Distribution Companies

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

January through September 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	99	0%	369	3%
National Fuel	75	8%	443	6%
Peoples	183	1%	753	7%
Peoples-Equitable	122	5%	571	6%
Philadelphia Gas Works	715	15%	3,652	10%
UGI Gas	244	13%	1,729	12%
UGI Penn Natural	179	11%	1,162	10%
<b>Total</b>	<b>1,617</b>		<b>8,679</b>	
<b>Average</b>		<b>10%</b>		<b>9%</b>

\* 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 10/04/19.

# Major Natural Gas Distribution Companies

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

January through September 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Columbia	6.3	7.1	1.3	1.2
National Fuel	13.4	11.9	6.9	5.3
Peoples	3.5	3.6	1.7	1.8
Peoples-Equitable	3.2	3.6	1.6	1.8
Philadelphia Gas Works	17.9	13.9	10.5	5.2
UGI Gas	17.6	10.9	5.8	3.5
UGI Penn Natural	16.4	11.9	5.7	3.9
<b>Major Gas</b>	<b>14.1</b>	<b>10.7</b>	<b>7.6</b>	<b>4.0</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/04/19.

## Major Water Utilities

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

January through September 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	229	176	-23%	449	402	-10%	938	153	-84%
PA American	567	440	-22%	2,512	2,139	-15%	656	571	-13%
Pittsburgh Water & Sewer*	200	163	-19%	160	139	-13%	173	64	-63%
Other Class A	55	51	-7%	133	116	-13%	72	33	-54%
<b>Total</b>	<b>1,051</b>	<b>830</b>	<b>-21%</b>	<b>3,254</b>	<b>2,796</b>	<b>-14%</b>	<b>1,839</b>	<b>821</b>	<b>-55%</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 September 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	176	9%	402	9%
PA American	440	15%	2,139	25%
Pittsburgh Water & Sewer**	163	5%	139	3%
Other Class A	51	6%	116	3%
<b>Total</b>	<b>830</b>		<b>2,796</b>	
<b>Average</b>		<b>12%</b>		<b>18%</b>

\*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 10/04/19.

\*\*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 September 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Aqua PA	17.3	22.2	10.4	17.1
PA American	24.0	21.2	15.2	13.0
Pittsburgh Water & Sewer**	7.7	7.9	7.9	5.3
Other Class A	16.1	20.0	8.1	9.9
<b>Major Water</b>	<b>18.9</b>	<b>18.6</b>	<b>13.9</b>	<b>13.0</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/04/19.

\*\*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 September 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	122	40	-67%	3	3	0%	43	14	-67%
Frontier Commonwealth	102	109	7%	2	2	0%	32	43	34%
Verizon North	55	58	5%	0	1	n/a	20	22	10%
Verizon PA	766	672	-12%	17	15	-12%	385	305	-21%
Windstream	107	66	-38%	3	0	-100%	27	19	-30%
<b>Total</b>	<b>1,152</b>	<b>945</b>	<b>-18%</b>	<b>25</b>	<b>21</b>	<b>-16%</b>	<b>507</b>	<b>403</b>	<b>-21%</b>

## Major Local Telephone Companies

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

January through September 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	40	43%	3	0%
Frontier Commonwealth	109	75%	2	100%
Verizon North	58	74%	1	0%
Verizon PA	672	72%	15	25%
Windstream	66	53%	0	0%
<b>Total</b>	<b>945</b>		<b>21</b>	
<b>Average</b>		<b>67%</b>		<b>33%</b>

\* 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 10/04/19.

## Major Local Telephone Companies

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

January through September 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
CenturyLink	13.0	16.4	8.3	25.0
Frontier Commonwealth	10.7	13.8	7.5	2.0
Verizon North	16.6	15.0	0.0	1.0
Verizon PA	15.9	12.9	7.2	3.4
Windstream	18.3	17.7	15.0	0.0
<b>Major Telephone</b>	<b>15.4</b>	<b>13.6</b>	<b>8.3</b>	<b>5.6</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/04/19.

# Compliance

## Residential Verified Infraction Statistics by Industry\* Cases Opened January through September 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	18	22	10	18	7	13	12
Title 66 and Other	5	0	1	1	1	2	1
<b>Total</b>	<b>23</b>	<b>22</b>	<b>11</b>	<b>19</b>	<b>8</b>	<b>15</b>	<b>13</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	0	2	1	1	31	15	14
Title 66 and Other	0	0	0	0	2	1	2
<b>Total</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>33</b>	<b>16</b>	<b>16</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	12		33		1		1
Title 66 and Other	0		1		0		1
<b>Total</b>	<b>12</b>		<b>34</b>		<b>1</b>		<b>2</b>
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>		<b>Verizon North</b>	<b>Verizon PA</b>		<b>Windstream</b>
Chapter 30	3	7		0	6		3
Chapter 63	19	219		128	522		80
Chapter 64	7	22		29	45		6
Title 66 and Other	1	12		7	42		13
<b>Total</b>	<b>30</b>	<b>260</b>		<b>164</b>	<b>615</b>		<b>102</b>

\* Infraction data on this page is accurate as of 10/11/19.

\*\*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. Pittsburgh Water & Sewer, a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. Pittsburgh Water & Sewer’s statistics include both water and sewer complaints.

**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.