

2007 Collection Data for Major Electric and Gas Companies

2007 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	56.231 Residential Customers	56.231 Overdue Customers
Allegheny	\$547,374,217	\$5,951,335	1.09%	\$1,093,650	\$4,857,685	0.89%	18.38%	611,077	93,320
Duquesne	\$451,564,521	\$5,171,219	1.15%	\$2,351,426	\$2,819,793	0.62%	45.47%	524,412	39,292
Met.Ed.	\$556,775,006	\$10,749,694	1.93%	\$1,833,089	\$8,916,605	1.60%	17.05%	479,414	64,007
PECO	\$2,453,497,423	\$55,042,062	2.24%	\$18,574,408	\$36,467,654	1.49%	33.75%	1,407,550	314,008
Penelec	\$451,605,105	\$9,328,168	2.07%	\$1,829,985	\$7,498,183	1.66%	19.62%	505,021	69,780
Penn Power	\$174,449,198	\$3,027,132	1.74%	\$475,288	\$2,551,844	1.46%	15.70%	139,467	18,293
PPL	\$1,383,051,077	\$23,284,516	1.68%	\$1,728,150	\$21,556,366	1.56%	7.42%	1,197,547	160,867
ELECTRIC	\$6,018,316,547	\$112,554,126	1.87%	\$27,885,996	\$84,668,130	1.41%	24.78%	4,864,488	759,567
Columbia	\$402,803,625	\$10,505,925	2.61%	\$3,960,158	\$6,545,767	1.63%	37.69%	368,019	35,474
Peoples	\$286,731,554	\$11,069,703	3.86%	\$3,255,782	\$7,813,921	2.73%	29.41%	326,186	28,288
Equitable	\$302,131,240	\$11,270,907	3.73%	\$4,833,800	\$6,437,107	2.13%	42.89%	238,360	23,883
NFG	\$262,091,560	\$8,320,871	3.17%	\$1,348,070	\$6,972,801	2.66%	16.20%	198,041	17,238
UGI-Penn Natural	\$220,805,764	\$6,198,446	2.81%	\$477,384	\$5,721,062	2.59%	7.70%	142,633	20,851
PGW	\$622,743,570	\$52,392,930	8.41%	\$12,534,551	\$39,858,379	6.40%	23.92%	481,499	96,567
UGI-Gas	\$333,604,769	\$9,767,598	2.93%	\$2,797,862	\$6,969,736	2.09%	28.64%	293,706	42,255
GAS	\$2,430,912,082	\$109,526,380	4.51%	\$29,207,607	\$80,318,773	3.30%	26.67%	2,048,444	264,556
TOTAL	\$8,449,228,629	\$222,080,506		\$57,093,603	\$164,986,903			6,912,932	1,024,123

Note: All industry averages are based on total scores and not on an average of company scores except for the three average bill columns

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2007 Company	56.231 Overdue Percent	56.231 Dollars Overdue	56.231 Average Arrearage	56.231 Weighted Arrearage	Agreements Overdue Customers	Agreements Overdue Percent	Agreements Dollars Overdue	Agreements Average Arrearage	Agreements Weighted Arrearage
Allegheny	15.27%	\$9,596,972	\$102.84	1.39	4,895	0.80%	\$1,403,855	\$286.79	3.87
Duquesne	7.49%	\$10,655,291	\$271.18	3.81	10,507	2.00%	\$4,992,436	\$475.15	6.68
Met.Ed.	13.35%	\$11,616,089	\$181.48	1.87	26,210	5.47%	\$16,500,790	\$629.56	6.49
PECO	22.31%	\$127,350,954	\$405.57	3.81	38,595	0.95%	\$14,227,107	\$1,066.66	10.02
Penelec	13.82%	\$10,419,808	\$149.32	1.99	29,371	5.82%	\$15,716,184	\$535.09	7.13
Penn Power	13.12%	\$3,558,363	\$194.52	1.87	8,460	6.07%	\$5,663,566	\$669.45	6.44
PPL	13.43%	\$57,558,289	\$357.80	3.76	46,099	3.85%	\$23,633,722	\$512.67	5.39
ELECTRIC	15.61%	\$230,755,766	\$303.80	3.41	138,880	2.85%	\$82,137,660	\$591.43	6.65
Columbia	9.64%	\$7,262,005	\$204.71	2.16	11,800	3.21%	\$7,780,066	\$659.33	6.96
Peoples	8.67%	\$15,142,867	\$535.31	5.26	19,370	5.94%	\$21,902,172	\$1,130.73	11.11
Equitable	10.02%	\$5,362,226	\$224.52	1.91	8,124	3.41%	\$7,300,921	\$898.69	7.64
NFG	8.70%	\$3,255,137	\$188.83	1.72	6,697	3.38%	\$3,154,947	\$471.10	4.29
UGI-Penn Natural	14.62%	\$5,590,145	\$268.10	2.16	3,603	2.53%	\$1,929,214	\$535.45	4.32
PGW	20.06%	\$39,493,181	\$408.97	3.76	24,768	5.14%	\$20,713,598	\$836.30	7.68
UGI-Gas	14.39%	\$8,260,826	\$195.50	2.08	3,466	2.22%	\$1,608,122	\$511.72	5.44
GAS	12.91%	\$84,366,387	\$318.90	2.97	80,880	3.95%	\$66,116,325	\$817.46	7.62
TOTAL		\$315,122,153			219,760		\$148,253,985		

Note: All industry a

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2007 Company	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Weighted Arrearage	Terminations	Termination Percent per Customer
Allegheny	12.76%	4.98%	98,215	16.07%	\$11,000,827	\$112.01	1.51	21,689	3.55%
Duquesne	31.91%	21.10%	49,799	9.50%	\$15,647,727	\$314.22	4.42	22,624	4.31%
Met.Ed.	58.69%	29.05%	90,217	18.82%	\$28,116,879	\$311.66	3.21	15,432	3.22%
PECO	10.05%	4.07%	327,346	23.26%	\$141,578,061	\$432.50	4.06	53,729	3.82%
Penelec	60.13%	29.62%	99,151	19.63%	\$26,135,992	\$263.60	3.51	14,061	2.78%
Penn Power	61.41%	31.62%	26,753	19.18%	\$9,221,929	\$344.71	3.31	4,598	3.30%
PPL	29.11%	22.27%	206,966	17.28%	\$81,192,011	\$392.30	4.12	25,873	2.16%
ELECTRIC	26.25%	15.46%	898,447	18.47%	\$312,893,426	\$348.26	3.91	158,006	3.25%
Columbia	51.72%	24.96%	47,274	12.85%	\$15,042,071	\$318.19	3.36	12,825	3.48%
Peoples	59.12%	40.64%	47,658	14.61%	\$37,045,039	\$777.31	7.64	5,302	1.63%
Equitable	57.65%	25.38%	32,007	13.43%	\$12,663,147	\$395.64	3.36	12,593	5.28%
NFG	49.22%	27.98%	23,935	12.09%	\$6,410,084	\$267.81	2.44	11,138	5.62%
UGI-Penn Natural	25.66%	14.73%	24,454	17.14%	\$7,519,359	\$307.49	2.48	7,065	4.95%
PGW	34.40%	20.41%	121,335	25.20%	\$60,206,779	\$496.20	4.56	23,437	4.87%
UGI-Gas	28.76%	13.36%	48,773	16.61%	\$11,596,233	\$237.76	2.53	14,571	4.96%
GAS	43.94%	23.41%	345,436	16.86%	\$150,482,712	\$435.63	4.06	86,931	4.24%
TOTAL			1,243,883		\$463,376,138			244,943	

Note: All industry a

2007 Collection Data for Major Electric and Gas Companies

2007 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Allegheny	14,184	65.40%	\$112.43	\$66.45	\$74.14	2.01%	\$14,498,093
Duquesne	16,360	72.31%	\$103.14	\$69.25	\$71.14	3.47%	\$12,707,668
Met.Ed.	12,457	80.72%	\$136.00	\$87.00	\$97.00	5.05%	\$14,428,576
PECO	36,468	67.87%	\$121.84	\$100.59	\$145.26	5.77%	\$7,130,283
Penelec	10,162	72.27%	\$114.00	\$70.00	\$75.00	5.79%	\$13,385,070
Penn Power	3,740	81.34%	\$145.00	\$98.00	\$104.00	5.29%	\$4,280,996
PPL	18,595	71.87%	\$132.00	\$78.41	\$95.18	5.87%	\$9,947,961
ELECTRIC	111,966	70.86%	\$123.49	\$81.39	\$88.99	5.20%	\$76,378,647
Columbia	7,489	58.39%	\$95.97	\$31.83	\$94.69	3.73%	\$3,636,146
Peoples	2,380	44.89%	\$103.06	\$29.05	\$101.73	12.92%	\$1,927,923
Equitable	9,393	74.59%	\$118.26	\$38.07	\$117.62	4.19%	\$3,739,605
NFG	7,234	64.95%	\$111.93	\$59.85	\$109.83	2.45%	\$945,881
UGI-Penn Natural	3,716	52.60%	\$130.43	\$32.42	\$123.94	3.41%	\$2,837,916
PGW	22,247	94.92%	\$115.77	\$41.26	\$108.87	9.67%	\$9,694,140
UGI-Gas	9,182	62.99%	\$104.00	\$30.00	\$94.00	3.48%	\$2,877,793
GAS	61,641	70.90%	\$111.35	\$37.50	\$107.24	6.19%	\$25,659,404
TOTAL	173,607						\$102,038,051

Note: All industry a