



Utility Consumer Activities Report and Evaluation

Pennsylvania Public Utility Commission



The Pennsylvania Public Utility Commission



(Left to right) Vice Chairman Robert K. Bloom, Commissioner Glen R. Thomas, Chairman Terrance J. Fitzpatrick, Commissioner Aaron Wilson Jr. and Commissioner Kim Pizzingrilli

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Consumer Access to the PUC.....Inside Back Cover

To Our Readers:

The Commission is pleased to present the *2002 Utility Consumer Activities Report and Evaluation: Electric, Gas, Water and Telephone Utilities* that was prepared by the Bureau of Consumer Services (BCS). Once again, we have presented information about the electric, gas, water and telephone industries in one comprehensive report. This report satisfies the statutory reporting requirements of 66 Pa. Code §308(d) and communicates to the Commission, the public, and utility management how utilities under the Commission's jurisdiction performed in 2002.

Those of you who are familiar with reports from prior years will find that this year's report on 2002 activity has a similar format. Chapter 1 provides an overview of the total volume of consumer contacts to the BCS. This chapter also includes a brief discussion of consumer contacts to the Commission's Competition Hotline and contains a brief analysis of residential consumer complaints to the Bureau that are not included in the industry chapters that follow. In Chapter 2 you will find an explanation of the measures the BCS uses to judge the performance of the major electric, gas, water and telephone companies. Chapter 3 focuses exclusively on the electric distribution companies while Chapter 4 focuses on the natural gas distribution companies. Chapter 5 presents findings from the water industry. Chapter 6 details the performance of the telephone industry. Chapter 7 includes a summary of other consumer activities of the Commission.

This report graphically represents company performance through the presentation of industry tables. The BCS believes that utility management will again value the year-to-year comparison of their company's statistics, as well as the comparisons between their company and other companies within their industry.

As with reports from past years, much of the discussion and data in this report are based solely on consumer contacts to the BCS and as such, may or may not represent broad statistical trends. The level of activity for a particular company or geographical area may be influenced by a number of factors such as increased marketing, media visibility, demographics, weather and regional activity, and access to the BCS.

In summary, the Year 2002 proved another challenging year for the Commission as it addressed issues resulting from the restructuring of the electric, gas and telecommunications industries in Pennsylvania. As the Commission moves forward with the restructuring of local telephone service, we expect that lessons learned in electric and natural gas can be applied to the telecommunications industry. In 2002, the Commission initiated a process to discuss and recommend strategies relative to customer choice in telecommunications building on its experience in electric and natural gas choice. It continues that process in 2003, through working groups that weigh and discuss the perspectives of industry representatives, Commission staff and other interested parties, such as representatives of the Office of Consumer Advocate, Office of Small Business Advocate and the Pennsylvania Utility Law Project.

Finally, please note that the Commission has continued its own efforts to improve our complaint handling services. We continue to contract for a call center to answer consumer calls to the Termination Hotline and to provide information about utility choice and utility Universal Service programs. In addition, BCS has modified its procedures by directing more initial consumer complaints to investigators, resulting in more consumers receiving an answer to their question on the first call. These measures have dramatically improved our telephone access statistics and increased the level and quality of service the Commission provides to the public.

We trust that you will find this year's report informative and valuable.

Sincerely,

A handwritten signature in black ink that reads "Terrance J. Fitzpatrick". The signature is written in a cursive style with a long, sweeping underline.

Terrance J. Fitzpatrick, Chairman
Mitch Miller, BCS Director
Pennsylvania Public Utility Commission

1. Consumer Contacts to the Bureau of Consumer Services

The Bureau of Consumer Services (BCS) was mandated under Act 216 of 1976 to provide responsive, efficient and accountable management of consumer contacts. Its responsibilities were clarified under Act 114 of 1986 in regard to deciding and reporting on customer complaints. In order to fulfill its mandates, the Bureau began investigating and writing decisions on utility consumer complaints and service termination cases in April 1977. Since then, the Bureau has investigated 944,956 cases (consumer complaints and payment arrangement requests) and has received 690,220 opinions and requests for information (inquiries). The Bureau received 101,570 utility customer contacts that required investigation in 2002. It is important to note that 46 percent of these customer complaints had been appropriately handled by the subject utilities before the customers brought them to the Bureau. In these instances, the Commission has upheld the utility's actions.

The Staff of the Bureau of Consumer Services



Case Handling

The handling of utility complaint cases is the foundation for a number of Bureau programs. The case handling process provides an avenue which consumers can gain redress for errors and responses to inquiries. However, customers are required by Commission regulations to attempt to resolve problems directly with their utility companies prior to filing a complaint or requesting a payment arrangement with the Commission. Although exceptions are permitted under extenuating circumstances, the BCS generally handles those cases in which the utility and customer could not find a mutually satisfactory resolution to the problem.

Once a customer contacts the Bureau of Consumer Services with a complaint or payment arrangement request (PAR), the Bureau notifies the utility that a complaint or PAR has been filed. The vast majority of consumers contact the BCS by telephone using the Bureau's toll-free numbers. In 2002, more than 97 percent of informal complaints were filed by telephone. The utility sends the BCS all records concerning the complaint including records of its contacts with the customer regarding the complaint. The BCS investigator reviews the records, renders a decision and closes the case. The policy division then examines the case and, among other things, classifies the complaint into one of seven major problem areas and one of more than 100 specific problem categories. This case information is entered into the Consumer Services Information System database. The analysis from case information is used by the BCS to generate reports to the Commission, utilities, legislators and the public. The reports may present information regarding utility performance, industry trends, investigations, new policy issues and the impact of utility or Commission policy.

Consumer Feedback Survey

In order to monitor its own service to consumers, the Bureau of Consumer Services surveys those customers who have contacted the Bureau with a utility-related problem or payment arrangement request. The purpose of the survey is to collect information from the consumer's perspective about the quality of the Bureau's complaint handling service. The BCS mails a written survey form to a sample of consumers who have been served by the BCS staff.

The results of the survey for Fiscal Year 2002-2003 show that 82 percent of consumers reported they would contact the PUC again if they were to have another problem with a utility they could not settle by talking with the company. Over 78 percent rated the service they received from the Commission as "good" or "excellent."

Consumer Rating of the BCS' Service

How would you rate the service you received from the PUC (BCS)?	2001-02 Fiscal Year	2002-03 Fiscal Year
Excellent	55%	51%
Good	24%	27%
Fair	13%	14%
Poor	7%	8%

Overall, 74 percent of consumers felt the BCS handled their complaint either very quickly or fairly quickly. In addition, 87 percent of consumers said the information that the Commission gave them about the outcome of the problem was either “very easy to understand” or “fairly easy to understand.” Further, 92 percent of consumers indicated the BCS staff person who took their call was either “very polite” or “fairly polite,” and 90 percent described the BCS contact person as “very interested” or “fairly interested” in helping with the problem.¹

The BCS management frequently reviews the findings of the consumer feedback survey and promptly investigates any negative trends to improve staff performance.

Databases

To manage and use its complaint data, the Bureau maintains a computer-based Consumer Services Information System (CSIS) through a contract with the Pennsylvania State University. This system enables the Bureau to aggregate and analyze complaints from the thousands of complaints that are reported to the Commission each year. In this way, the BCS can address generic as well as individual problems.

The majority of the data presented in this report is from the Bureau’s CSIS. In addition, this report includes statistics from the Bureau’s Collections Reporting System (CRS), Local Exchange Carrier Reporting System (LECRS) and Compliance Tracking System (CTS). Both the CRS (for electric and gas) and the LECRS (for telecommunications) provide a valuable resource for measuring changes in company collection performance including the number of residential service terminations, while the CTS maintains data on the number and type of apparent infractions attributable to the major utilities.

¹ Consumer feedback results as of June 2003.

Distinctions Among Cases

A number of cases were segregated from the analyses that appear later in this report because they did not fairly represent company behavior. One treatment of the data involved the removal of complaints about problems over which the Commission has no jurisdiction, information requests that did not require investigation and most cases where the customers indicated they had not contacted the company prior to complaining to the Commission. Commercial customer contacts were also excluded from the database. Although the Bureau's regulatory authority is largely confined to residential accounts, the Bureau handled 3,035 cases from commercial customers in 2002. Of these cases, 361 were related to loss of utility service, and 2,674 were consumer complaints. Due to its limited jurisdiction, the Bureau does not issue decisions regarding commercial disputes. Instead, the Bureau gives the customer information regarding the company's position or attempts to mediate a mutually acceptable agreement regarding the disputed matter. All 2002 cases that involved commercial accounts were deleted from the analyses in this report. The table below illustrates the vast majority of cases handled by the BCS in 2002 involved residential utility service.

Total Volume of Consumer Complaints and Payment Arrangement Requests to the BCS in 2002

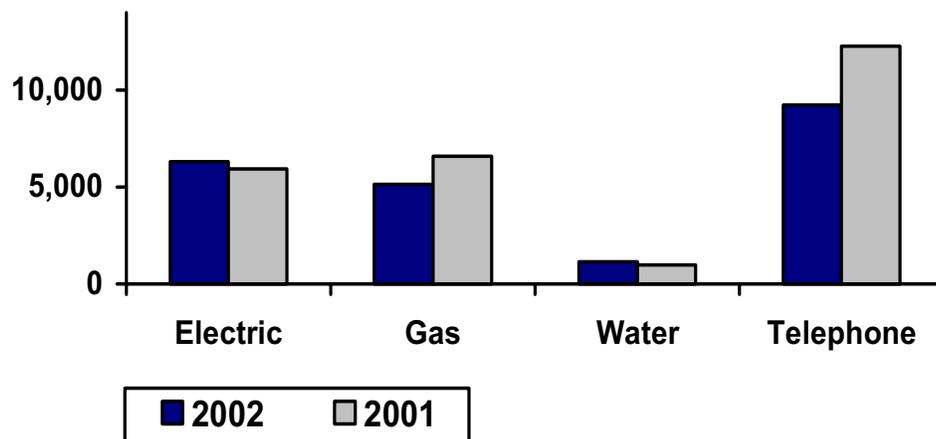
Industry	Consumer Complaints		Payment Arrangement Requests	
	Residential	Commercial	Residential	Commercial
Electric	5,371	936	41,763	230
Gas	4,714	417	29,623	101
Water	1,065	84	3,074	8
Telephone	7,977	1,228	4,879	22
Other	25	9	44	0
TOTAL	19,152	2,674	79,383	361

Generally, customer contacts to the Bureau fall into three basic categories: consumer complaints; requests for payment arrangements; and inquiries. The Bureau classifies contacts regarding complaints about utilities' actions related to billing, service delivery, repairs, etc., as **consumer complaints** and contacts involving payment negotiations for unpaid utility service as **payment arrangement requests**. Consumer complaints and payment arrangement requests are often collectively referred to as informal complaints. **Inquiries** include information requests and opinions from consumers, most of which do not require investigation on the part of the Bureau.

Consumer Complaints

Most of the consumer complaints regarding the electric, gas, water, sewer and steam heat industries deal with matters covered under 52 Pa. Code, Chapter 56 *Standards and Billing Practices for Residential Utility Service*. For the telephone industry, most of the cases found in the consumer-complaint category deal with matters covered under 52 Pa. Code, Chapter 64 *Standards and Billing Practices for Residential Telephone Service* and Chapter 63 telephone regulations for quality of service. For the most part, consumer complaints represent customer appeals to the Commission resulting from the inability of the utility and the customer to reach a mutually satisfactory resolution to a dispute.

Consumer Complaints by Industry 2001-2002



The Bureau investigated 21,826 consumer complaints in 2002. Overall, the volume of consumer complaints to the Bureau decreased by 16 percent from 2001 to 2002. Consumer complaints about electric, gas, water, sewer and steam heat decreased by 8 percent from 2001 to 2002. Meanwhile, consumer complaints about the telephone industry decreased by 25 percent from 2001 to 2002. During 2002, electric and gas utilities accounted for 29 percent and 24 percent, respectively, of all consumer complaints investigated by the Bureau. Water utilities accounted for 5 percent of consumer complaints while telephone utilities were the subject of 42 percent of all consumer complaints.

Justified Consumer Complaints

Once a BCS investigator finishes the investigation of a consumer's complaint and makes a decision regarding the complaint, the BCS reviews the utility's records to determine if the utility took appropriate action when handling the customer's contact and uses these records to determine the outcome of the case. There are three possible case outcome classifications: justified, inconclusive and unjustified. This approach focuses strictly on the regulatory aspect of the complaint and evaluates utilities negatively only where, in the judgment of the BCS, appropriate complaint handling procedures were not followed or applicable regulations were not properly applied to the utility. Specifically, a case is considered "justified" in the appeal to the BCS if it is found that, prior to the BCS intervention, the company did not comply with Commission orders, regulations, reports, Secretarial Letters, tariffs, etc. "Unjustified" complaints are those cases in which the company demonstrates correct procedures were followed prior to the BCS intervention. "Inconclusive" complaints are those in which incomplete records, equivocal findings or uncertain regulatory interpretations make it difficult to determine whether or not the customer was justified in the appeal to the Commission.

Classification of Consumer Complaints

After a BCS investigator closes a case from a utility customer, the BCS policy division reviews the information on the case and translates it into a format so it can be added to the Bureau's information system (CSIS). One part of this process is that the research staff categorizes each complaint into a specific problem category and enters it into the computerized system. The BCS data system then aggregates the data from all complaints to produce meaningful reports for analysis by and for the Bureau, for the Commission or for the utilities.

The BCS has categorized the 2002 residential consumer complaints into 13 categories for each of the electric, gas, water and telephone utilities. Tables show the percent of complaints in each category in 2002 appear in each industry chapter. The percentages shown in the tables are for all of the cases that consumers filed with BCS, not just the cases that are determined to be justified in coming to the Bureau. The Bureau analyzes the categories that generate complaints or problems for customers, even if the utility records indicate the utility followed Commission procedures and guidelines in handling the complaint. The BCS often discusses its findings with individual utilities so they can use the information to review their complaint-handling procedures in categories that seem to produce large numbers of consumer complaints to the Commission. The four tables in Appendix C show the actual number of cases that fell into each category in 2002.

Payment Arrangement Requests

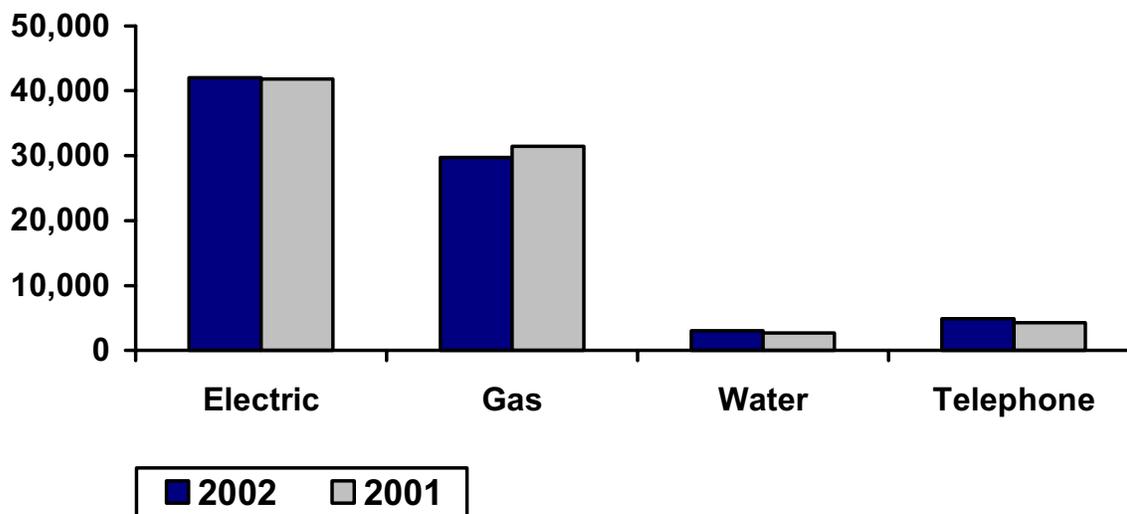
Payment arrangement requests (PARs) principally include contacts to the BCS or to utilities involving requests for payment terms in one of the following situations:

- Suspension/termination of service is pending;
- Service has been terminated and the customer needs payment terms to have service restored; or
- The customer wants to retire an arrearage.

All of the measures pertaining to PARs are based on assessments of contacts to the Bureau of Consumer Services from individual customers. As with consumer complaints, almost all customers had already contacted the utility prior to their contact to the BCS.

During 2002, the BCS handled 79,744 requests for payment arrangements from customers of the utilities under the Commission's jurisdiction. In approximately 16 percent of these cases, the customers had previously sought Commission help in establishing an arrangement to pay what they owe to the utility. Customers typically seek further assistance from the BCS if their incomes decrease or their financial circumstances change. These customers find they are unable to maintain the payment terms the BCS prescribed in response to their previous contact. The BCS reviews the customer's situation and may issue a new payment arrangement if it is warranted.

Payment Arrangement Requests By Industry 2001-2002



Payment arrangement requests for electric, gas, water, sewer and steam heat decreased by 1 percent, from 75,980 in 2001 to 74,843 in 2002. For the telephone industry, the volume of payment arrangement requests increased by 15 percent. There were 4,901 requests in 2002 compared to 4,263 in 2001. As in past years, the majority of requests for payment arrangements in 2002 involved electric or gas companies. Fifty-three percent of the PARs (41,993 cases) were from electric customers and 37 percent (29,724 cases) were from gas customers. Meanwhile, 4 percent of the PARs (3,082 cases) stemmed from customers of various water utilities.

Inquiries and Opinions

During 2002, the Bureau of Consumer Services and an independent call center received 63,150 customer contacts that, for the most part, required no follow-up investigation beyond the initial contact. The Bureau classified these contacts as “inquiries.” The inquiries for 2002 include contacts to the Competition Hotline as well as contacts to the Bureau using other telephone numbers, mail service and email communication. Further discussion of the Competition Hotline appears later in this chapter.

In large part, the inquiries in 2002 involved requests for information that staff handled at the time of the initial contact, referrals to utility companies for initial action and referrals to other agencies. The Bureau also classifies certain requests for payment arrangements as inquiries. For example, the Bureau does not issue payment decisions on requests to restore or avoid suspension/termination of toll or nonbasic telephone service. When consumers call with these problems, the BCS classifies these requests as inquiries. Similarly, if a customer has recently been through the BCS payment arrangement process and calls again with a new request regarding the same account, the Bureau does not open a new payment arrangement request case. In these instances, the BCS classifies the customer’s contact as an inquiry.

As in past years, the Bureau has also shifted some contacts that originated as consumer complaints and payment arrangement requests into the inquiry category because it was not appropriate to count these contacts as informal complaints. Examples of these contacts include: complaints that were found to be duplicates; informal complaints filed against the wrong company; informal complaints the BCS handled in spite of the fact the customers had not previously contacted their companies about their problems; and cases the investigators verbally dismissed. In all, these 459 cases accounted for only 0.7 percent of inquiries in 2002.

The BCS is now able to expand its list of reasons for contact as customers' reasons grow and change. Currently, the list includes 45 reasons for contact from consumers. Possible actions by the BCS intake staff include: recording the consumer's opinion; giving information to the consumer; referring the consumer to a utility company; and referring the consumer to an agency or organization outside the Commission. If the contact requires further action, the intake staff refers the contact to a Bureau investigator and thus the contact becomes a consumer complaint or a payment arrangement request. The following table shows the various reasons for contact for the 2002 inquiries.

Categories of 2002 Inquiries

Reason for Contact	Number	Percent
Termination or suspension of service	21,600	34%
Request for general information	9,026	14%
Competition issues and requests for information	6,814	11%
Billing dispute	5,607	9%
PUC has no jurisdiction	2,267	4%
People-delivered company service	2,042	3%
Rate complaint	661	1%
Service (company facilities)	613	1%
Applicant/deposit issue	480	1%
Rate protest	441	1%
Slamming	254	<1%
Weather outage	82	<1%
Cramming	54	<1%
Other miscellaneous reasons	11,608	18%
Reason for contact is not available	1,601	3%
TOTAL	63,150	100%

Calls to the Commission's Competition Hotline

The independent call center employees use the BCS computerized information system to record information from the consumer contacts about electric, gas and local telephone competition. In 2002, 74 percent of calls to the Competition Hotline were related to the restructuring of the electric industry and 26 percent concerned the gas industry.

In 2002, the call center recorded information from 5,500 consumer contacts. Many calls came from consumers who called about various issues associated with the choice programs of the Electric Distribution Companies (EDCs) and the Natural Gas Distribution Companies (NGDCs). As electric and gas competition progressed in 2002, consumers called to request competition-related brochures and to seek information about competition in general.

In most instances, the BCS classified the contacts to the Competition Hotline as inquiries because they required no investigation or follow-up. The BCS or call center staff person took care of the consumer's request or question at the initial contact. However, some consumer contacts required further investigation and possibly action to resolve the consumer's concerns. In these cases, the BCS more appropriately classified the contacts as consumer complaints, and BCS staff investigated the consumer's problem. For example, the BCS investigated consumer contacts in 2002 in which consumers alleged they were assigned to an electric generation supply company without their consent or knowledge (slamming). In most cases, these contacts were classified as consumer complaints. Appendix B-1 explains the types of competition complaints the BCS handles.

During the early phases of electric and gas competition, the BCS expected it would receive consumer complaints associated with the transition to customer choice. As expected, many customers experienced a variety of problems as they began choosing new electric and gas suppliers. The BCS found that, after investigating these complaints, it was often difficult to determine who was at fault in causing the complaint. Thus, the BCS decided it would be unfair to include competition complaints with consumer complaints about other issues when it calculates the performance measures it uses to evaluate and compare companies within the electric industry. Therefore, the BCS excluded 91 competition-related complaints from the data set used to prepare the tables in the electric industry chapter and 62 such complaints in the gas industry chapter.

Residential Consumer Complaints Not Included in Industry Chapters

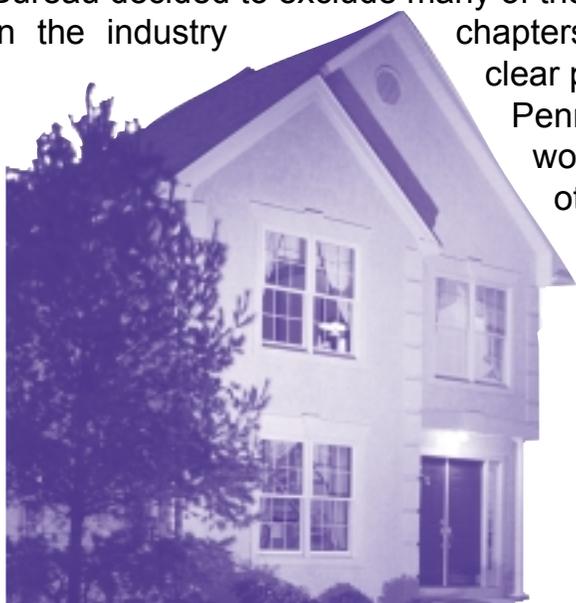
With the introduction of competition into the electric, gas and telephone industries, the Bureau witnessed tremendous growth in residential consumer complaints in 2002. More customers than ever before sought the Bureau's assistance in solving problems they had, not only with their incumbent service providers, but also with the new providers of utility service. Traditionally, the primary focus of the Bureau's review of utilities' complaint handling has been on the performance of the major electric, gas, water and telephone utilities. In past reports, the Bureau did not include complaint statistics for the non-major utilities or for other providers of utility services in its annual assessment and evaluation of the electric, gas, water and telephone industries. However, the Bureau does maintain a limited amount of complaint data for the non-major utilities and the other service providers in its comprehensive data base. This section presents information about the residential consumer complaints that are not included in the industry chapters that follow. Appendix A lists non-major companies having 10 or more residential consumer complaints in 2002. The table shows the company name and its number of residential consumer complaints for the year.

In 2002, Bureau staff investigated a number of consumer complaints about problems related to billing and service that involved the non-major utility companies and other utility service providers. In addition, the BCS investigated complaints related to competition issues such as complaints about having been dropped from a company's choice program, savings delays, slamming and cramming.

With respect to slamming, the Commission has stated clearly, up front and for the record that it "...will have zero tolerance for slamming by any means and in any form." Customer slamming is viewed as among the most serious violations of consumer regulations.

During the transition to customer choice in the electric and gas industries and with the many emerging choices in the telephone industry, the Bureau uncovered a variety of new problems facing utility consumers. Given the complex nature of these problems and the difficulty in determining who is at fault (the incumbent provider or the new provider), the Bureau decided to exclude many of these complaints from its evaluation of the major utilities in the industry chapters that follow. Nevertheless, in order to present a

clear picture of the types of issues that are currently facing Pennsylvania's utility consumers, the Bureau believes it is worthwhile to present the following information about the other residential complaints it handled in 2002. A brief discussion of the complaints filed against small water companies appears in the water industry chapter.



The following tables present a summary of the complaints the BCS handled in 2002 that are not included in the tables and charts in the three industry chapters of this report. It is important to note these tables include complaints that were filed about a major utility company, complaints that were filed about smaller electric, gas or telephone companies such as Citizens Electric, T.W. Phillips or North Pittsburgh Telephone Company, as well as complaints filed about various other entities such as electric generation suppliers, long distance service providers, resellers, competitive local exchange carriers and other business entities in today's marketplace. The gas tables that follow on page 14 include complaints filed against the Philadelphia Gas Works. Each of the following tables shows the number of customer complaints by "reason for call" within each of the three industries. Since it began tracking "reason for call," the Bureau has used this variable early in the complaint process to identify why consumers are calling the BCS. The variable "reason for call" attempts to capture, from the consumer's perspective, the problem or issue the customer raises in the first contact to the Bureau. Because "reason for call" is entered into the computer database at the time of the consumer's initial contact to the Bureau, this variable allows the BCS to do a preliminary analysis of emerging problems based on these customer contacts.

2002 Residential Consumer Complaints Electric Generation Suppliers*

Company	Number of Complaints
Allegheny Energy (EGS)	12
Dominion Peoples Plus (EGS)	13
Electric America (EGS)	12
Green Mountain Energy Resources (CDS)	19
Green Mountain Energy Resources (EGS)	16
NewPower (CDS)	240
NewPower (EGS)	296
Power Choice (Pepco Services) (EGS)	24
Total Gas & Electric Inc (EGS)	11
TOTAL**	643

* Listing shows companies having 10 or more complaints in 2002 and includes Competitive Default Suppliers (CDS).

** The total in this table does not equal the industry total in the following table because this table excludes other non-major electric companies.

2002 Consumer Complaints Not Included in the Electric Industry Chapter Presented by Customer's Reason for Call

Reason for Call	Number of Consumer Complaints
Billing dispute	537
Slamming	44
Enrollment information	29
Terms and conditions of supplier contracts	24
Selecting or changing a supplier	19
Various other competition issues	15
People-delivered service	14
Other problems not related to competition or reason for call not available	17
Total	699

2002 Residential Consumer Complaints Natural Gas Suppliers and Philadelphia Gas Works*

Company	Number of Complaints
CNG Retail Services (NGS)	81
Electric America (NGS)	19
MXEnergy.com (NGS)	40
NewPower (NGS)	192
Philadelphia Gas Works (NGDC)	2,055
Shipleigh Oil (NGS)	13
Titan Energy (NGS)	13
Total**	2,413

* Listing shows companies having 10 or more complaints in 2002.

** The total in this table does not equal the industry total in the following table because this table excludes non-major NGDCs.

2002 Consumer Complaints Not Included in the Gas Industry Chapter Presented by Customer's Reason for Call

Reason for Call	Number of Consumer Complaints*
Billing dispute	1,621
People-delivered service	338
Credit/collection issues	160
Applicant/security deposit	88
Slamming	70
Terms and conditions of supplier contracts	53
Changing a supplier	53
Service (company facilities)	40
Various other competition issues	32
Delay in savings from participation in competition	29
Other problems not related to competition	67
Total	2,551

*Includes cases filed against Philadelphia Gas Works.

2002 Residential Consumer Complaints Interexchange Carriers and Competitive Local Exchange Carriers*

Company	Number of Complaints
AOL Long Distance	11
AT&T (IXC)	334
Broadview Networks Inc.	24
CAT Communications Inc.	10
Cavalier Telephone Mid-Atlantic	118
Comcast Phone of Pennsylvania LLC	311
CTSI	14
DPI-Teleconnect	10
Elect Comm (Essex Comm)	11
Essential.com Inc.	17
Full Service Network	17
ILD Telecommunications Inc.	72
Integretal (Billing Service)	35
Metro Teleconnect	19
Quest Telecommunications	12
Quest Communications	37
RCN Telecom Services of PA	124
Servisense.com	11
Sprint (IXC)	117
Talk America (formerly Talk.com Holding Corp.)	128
Talk America Long Distance	11
US Billing Inc.	31
Vartec Telecom Inc	35
Verizon Long Distance	88
Worldcom Inc.	282
World Communication Satellite Systems (IXC)	11
Z Tel Communications	129
Zero Plus Dialing	25
Other	20
Total**	2,064

* Listing shows only companies having 10 or more complaints in 2002.

** The total in this table does not equal the industry total in the following table since the above table includes only carriers with 10 or more complaints. In addition, it does not include complaints against incumbent local telephone companies and MCI Local.

2002 Residential Telephone Consumer Complaints Not Included in the Telephone Industry Chapter by Customer's Reason for Call

Reason for Call	Number of Consumer Complaints
Billing dispute	1,655
People-delivered service	231
Service (company facilities)	201
Competition quality of service	198
Slamming	163
Suspension related disputes	149
Local slamming	84
Other problems not related to competition	37
Cramming	25
Deceptive advertising sales	19
Application deposits	17
Competition bill disputes	11
Various other competition issues	11
Rates	6
Total	2,807

As noted earlier, the number of complaints to the BCS about entities other than the major EDCs, gas utilities or local telephone companies is growing. Appendix A lists the non-major companies having ten or more residential consumer complaints in 2002.

Informal Compliance Process & Infractions

The Bureau's primary compliance effort remains its informal compliance process. This process gives each utility specific examples of apparent infractions of Chapters 56, 63 and 64. The utilities can use the information to pinpoint and voluntarily correct deficiencies in their customer service operations. The informal compliance process uses consumer complaints to identify, document, and notify utilities of apparent deficiencies. The process begins by the BCS notifying a utility of an alleged infraction. A utility that receives notification of an allegation has an opportunity to affirm or deny the information. If the information about the allegation is accurate, the utility indicates the cause of the problem (i.e., employee error, procedures, a computer program, etc.). In addition, the utility informs the BCS of the action it took to correct this problem and the date the action was taken.

Corrective actions may entail modifying a computer program; revising the text of a notice, bill, letter or company procedures; or providing additional staff training to ensure the proper use of a procedure. If the utility states the information is inaccurate, the utility provides specific details and supporting data to disprove the allegation. The Bureau of Consumer Services always provides a final determination to the utility regarding the alleged infraction. For example, if the utility provides supporting data indicating the information about the allegation is inaccurate, BCS, after reviewing all the information, would inform the utility that, in this instance, the facts do not reflect an infraction of the regulations. On the other hand, if the company agrees the information forming the basis of the allegation is accurate or if the BCS does not find the data supports the utility's position that the information is inaccurate, the BCS would inform the company the facts reflect an infraction of a particular section of the regulations. The notification process allows utilities to receive written clarifications of Chapter 56, 63 or 64 provisions and Commission and BCS policies.

The significance of apparent infractions identified by the informal compliance process is frequently emphasized by the fact that some represent systematic errors that are widespread and affect many utility customers. Since the BCS receives only a small portion of the complaints customers have with their utility companies, limited opportunities exist to identify such errors. Therefore, the informal compliance process is specifically designed to help utilities identify systematic errors. One example of a systematic error is a termination notice with text that does not comply with the requirements of Chapter 56. Each recipient of the notice is affected by this error. When such an error is discovered, the BCS encourages utilities to investigate the scope of the problem and take corrective action. Some utilities have developed their own information systems to identify problems by reviewing complaints before they come to the Commission's attention. The BCS encourages utilities to continue this activity and share their findings with Bureau staff.

2. Performance Measures

For the most part, the Bureau of Consumer Services uses the complaints it receives from customers of the major electric, gas, water and telephone utilities to assess utilities' complaint handling performance. In nearly every case, the customer had already contacted the company about the problem prior to contacting the BCS. The BCS reviews the utility's record as to how the utility handled the complaint when the customer contacted the company. The review includes several classifications and assessments that form the basis of all the performance measures presented in this and the next four chapters, with the exception of the number of terminations and termination rate. The termination statistics for the electric and gas companies are drawn from reports required by Chapter 56 at §56.231(8) while telephone termination statistics are drawn from reports required by Chapter 64 at §64.201(7).

The sections that follow explain the various measures the BCS employs to assess utility performance.

Consumer Complaint Rate

The calculation of the consumer complaint rate (consumer complaints per one thousand residential customers) permits the reader to make comparisons among utilities of various sizes. The BCS have found high consumer complaint rates and extreme changes in consumer complaint rates from one year to the next are often indicative of patterns and trends that it should investigate. However, many of the complaints in the consumer complaint rate are not "justified." The "justified consumer complaint rate" (justified consumer complaints per one thousand residential customers) is a solid indication of a utility's complaint handling performance.

Justified Consumer Complaint Rate

The Bureau of Consumer Services uses case evaluation to identify whether correct procedures were followed by the utility in responding to the customer's complaint prior to the intervention of the Bureau. In other words, case evaluation is used to determine whether a case is "justified." A customer's case is considered "justified" if it is found that, prior to BCS intervention, the company did not comply with Commission orders or policies, regulations, reports, Secretarial Letters or tariffs in reaching its final position. In the judgment of the BCS, a case that is "justified" is a clear indication the company did not handle a dispute properly or effectively, or in handling the dispute, the company violated a rule, regulation or law. There are two additional complaint resolution categories. "Unjustified" complaints are those cases in which the company demonstrates that correct procedures were followed prior to BCS intervention. "Inconclusive" complaints are those in which insufficient records or equivocal findings make it difficult to determine whether or not the customer was justified in the appeal to the Bureau. The majority of cases fall into either the "justified" or "unjustified" category.

The performance measure called “justified consumer complaint rate” reflects both volume of complaints and percent of consumer complaints found justified. The justified consumer complaint rate is the number of justified consumer complaints for each 1,000 residential customers. By using this ratio, the reader can use the “justified” rate to compare utilities’ performance within an industry and across time. The BCS perceives the justified consumer complaint rate to be a bottom line measure of performance that evaluates how effectively a company handles complaints from its customers.

The Bureau of Consumer Services monitors the complaint rates and justified rates of the major utilities, paying particular attention to the number of justified complaints customers file with the Commission. Justified complaints indicate the subject utilities did not follow the Commission’s rules, procedures or regulations when they dealt with their customers. Justified complaints may indicate areas where the BCS should discuss complaint handling procedures with a utility so its customers receive fair and equitable treatment when they deal with the utility. When the BCS encounters company case handling performance (justified consumer complaint rate) that is significantly worse than average, there is reason to suspect that many customers who contact the utility are at risk of improper dispute handling by the utility. As part of the monitoring process, the BCS compares the “justified” rates of individual utilities and industries over time and investigates significant changes when they occur. In the chapters that follow, the BCS compares the consumer complaint rates and the justified consumer complaint rates of the major utilities within the electric, gas, water and telephone industries.

Response Time to Consumer Complaints

Once a customer contacts the BCS with a complaint about a utility, the Bureau notifies the utility. The utility then sends the BCS its records of its contact with the customer regarding the complaint. Response time is the time span in days from the date of the Bureau of Consumer Services’ first contact with the utility regarding a complaint, to the date on which the utility provides the BCS with all of the information needed to resolve the complaint. Response time quantifies the speed of a utility’s response to BCS informal complaints. In the following chapters and in Appendix E, response time is presented as the average number of days each utility took to supply the BCS with complete complaint information.

Payment Arrangement Request Rate

The Bureau of Consumer Services normally intervenes at the customer's request only after direct payment negotiations between the customer and the company failed. The volume of payment arrangement requests (PARs) from a utility's customers may fluctuate from year to year or even from month to month depending upon the utility's collection strategy as well as economic factors. The calculation of the payment arrangement request rate (payment arrangement requests per 1,000 residential customers) permits the reader to make comparisons among utilities with differing numbers of residential customers. Nevertheless, unusually high or low rates and sizable changes in rates from one year to the next may reflect changes in company policies or bill collection philosophies, as stated earlier, or they may be indicative of problems. The BCS views such variations as potential areas for investigation. Clearly, improved access to the Bureau of Consumer Services has impacted the number of consumers who are able to contact the BCS about payment arrangements. In addition, as utilities have become more aggressive in seeking to collect outstanding bills, the number of PARs to the BCS continues to increase. Many of the payment arrangement requests in the PAR rates are not "justified." The "justified payment arrangement request rate" (justified payment arrangement requests per one thousand residential customers) is a better indication of a utility's payment negotiation performance.

Justified Payment Arrangement Request Rate

Just as with consumer complaints, once a customer contacts the Bureau with a payment arrangement request, the Bureau notifies the utility. The company sends a report to the BCS that details the customer payments, usage and payment negotiation history. A BCS investigator considers the customer's record and makes a decision regarding the amortization of the amount owed and notifies the company and the customer of the decision. The BCS policy division reviews the record to determine if the utility negotiated properly with the customer and uses this record to determine the outcome of the case. There are three possible case outcome classifications: "justified," "inconclusive" and "unjustified." This approach evaluates companies negatively only where, in the judgment of the BCS, appropriate payment negotiation procedures were not followed or where the regulations have been misapplied. Specifically, a case is considered "justified" in the appeal to BCS if it is found that, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines. "Unjustified" payment arrangement requests are those in which the company demonstrates that correct procedures were followed prior to BCS intervention. "Inconclusive" PARs are those in which incomplete records or equivocal accounts make it difficult to determine whether or not the customer was justified in the appeal to the Bureau.

Changes in company policy can influence not only the volume of PARs to the Commission but also the effectiveness of a utility's payment negotiations. The Bureau uses the "justified payment arrangement request rate" to measure a utility's performance at handling payment arrangement requests from customers. The justified payment arrangement request rate is the ratio of the number of justified PARs for each 1,000 residential customers. The Bureau of Consumer Services monitors the justified PAR rates of the major utilities. For example, the BCS compares the "justified" rates of individual utilities and industries over time and investigates significant changes when they occur. In the chapters that follow, the BCS compares the PAR rates and the justified PAR rates of the major utilities within the electric, gas, water and telephone industries. Because the BCS receives a very large volume of requests for payment terms, it reviews a random sample of cases for the companies with the largest number of PARs. For these companies, justified payment arrangement request rate and response time are based on a statistically valid subset of the cases that came to the BCS.

Response Time to Payment Arrangement Requests

Once a customer contacts the BCS with a payment arrangement request (PAR), the Bureau notifies the utility. The utility then sends the BCS records that include the customer's payment history, the amount owed, prior payment arrangements, and the results of the most recent payment negotiation with the customer. Response time is the number of days from the date the BCS first contacts the utility regarding a PAR to the date on which the utility provides the BCS with all of the information BCS needs to issue payment terms, to resolve any other issues raised by the customer, and to determine whether or not the customer was justified in seeking a payment arrangement through the BCS. Response time quantifies the speed of a utility's response to BCS payment arrangement requests. In the following chapters and in Appendix G, response time is presented as the average number of days each utility took to supply the BCS with the necessary information.

In 1999, the BCS made changes in the case processing of certain payment arrangement requests. These procedural changes made it necessary for the Bureau to revise its method of calculating response time to PARs for the electric, gas and water industries. Beginning in 1999, the Bureau calculates response time for the major electric, gas and water companies using only their responses to payment arrangement requests from customers: whose service has been terminated; who have a dispute with the company; or who have previously had a BCS payment arrangement on the amount they owe.

Response time to PARs for the telephone companies is calculated in the same manner as it has been in prior years. Thus, in Chapter 6 and in Appendix G, response time for the major local exchange carriers is the average number of days each telephone company took to supply the BCS with all the information it needed for all categories of payment arrangement requests.

The Commission continues to work on a project to transfer data electronically from utilities to the BCS. When this project is successfully completed, utility response time may decrease.

Infraction Rate

During 2002, the BCS continued its informal compliance notification process to improve utility compliance with applicable statutes and regulations relating to the treatment of residential accounts. In order to compare utilities of various sizes within an industry, the Bureau has calculated a measure called “infraction rate.” The infraction rate is the number of informally verified infractions for each 1,000 residential customers. Although the BCS has reported a compliance rate for the major telephone companies since 1989, it introduced “infraction rates” for the electric, gas and water utilities in its 1997 report.

Several considerations are important to keep in mind when viewing the infraction rate charts in the chapters that follow. First, the data does not consider the causes of the individual infractions. Secondly, some infractions may be more serious than others because of their systemic nature, and therefore may show ongoing or repetitive occurrences. Still other infractions may be more serious because they involve threats to the health and safety of utility customers.

The value of the infraction rate is to depict industry trends over time. The trend for 2002 is calculated using the BCS’ Compliance Tracking System’s (CTS) data as of June 2003. The 2002 trends may change if the total number of infractions increases. This would occur if new infractions are discovered from customer complaints that originated in 2002 but were still under investigation by the Bureau when the data was retrieved from the CTS. Often, the total number of infractions for the year will be greater than the number cited in this report. The Bureau will update the number of infractions found on 2001 cases in the report on 2003 complaint activity. Infraction rates for each major electric, gas, water and telephone company are shown for 2000, 2001 and 2002 in the chapters that follow. Appendix H shows additional 2000-2002 infraction statistics.

Termination Rate

Payment over time through a mutually acceptable payment arrangement is one possible outcome when a customer owes an outstanding balance to a utility company. Termination of the utility service is another. The Bureau of Consumer Services views termination of utility service as a utility's last resort when customers fail to meet their payment obligations. The calculation of termination rate allows the reader to compare the termination activity of utilities with differing numbers of residential customers. The termination rate is the number of service terminations for each 1,000 residential customers. Any significant increase in termination rate would indicate a trend or pattern the Commission may need to investigate. Water utilities do not report service termination statistics to the Commission, thus the water industry chapter does not include termination rate information.

BCS Performance Measures & Industry Chapters

The industry chapters that follow present charts that depict the performance of each of the major electric, gas, water and telephone utilities. Each chapter includes charts that show the consumer complaint rate and the justified consumer complaint rate of each major utility. Also included in the industry chapters are charts that show the 2002 payment arrangement request rates and the justified payment arrangement request rates for each of the major utilities. The charts also show the average of the rates of the major utilities within the industry for each of these measures. In addition, each industry chapter presents charts and tables that show infraction rates for the major utilities, response time to both consumer complaints and payment arrangement requests, and termination rates for the major electric, gas and telephone utilities.

It is important to note the industry chapters present only data from those utilities that have more than 100,000 residential customers. In the Water Industry Chapter, data for the Class A water utilities that have less than 100,000 residential customers are presented together as a whole. The BCS has found the inclusion of scores for the smaller utilities can skew the average of industry scores in ways that do not fairly represent industry performance. For this reason, the BCS has excluded the statistics involving smaller utilities when it calculated the 2002 averages of industry scores. In the future, the Commission may undertake a project in which it calculates and reports performance measure statistics for the smaller utilities and other utility service providers.

Universal Service and Energy Conservation Programs

The Public Utility Commission (PUC) has a long history of involvement in Universal Service and Energy Conservation programs that help utility consumers obtain and keep service and conserve energy. At the end of the water and telephone chapters that follow, readers will find highlights of the water and telephone programs the PUC has supported and encouraged, not only in 2002, but in prior years as well.

The Public Utility Commission's Bureau of Consumer Services monitors and evaluates the Universal Service and Energy Conservation programs of the electric and gas companies. The Bureau's goal in monitoring these programs is to help the Commission fulfill its oversight responsibilities by increasing the effectiveness of utility collections while protecting the public's health and safety.

The electric and gas programs include Customer Assistance Programs, the Low-Income Usage Reduction Programs, Utility Hardship Fund Programs, and Customer Assistance and Referral Evaluation Services programs and other programs to assist low-income customers. The Bureau's reporting on these programs is no longer included in this report.

The Bureau plans to release its third-annual report on Universal Service programs and Collection Performance for the major electric distribution companies by the end of 2003. The major natural gas distribution companies will be included for the first time. The final report will be based on 2002 data and will be posted on the Commission's Web site at www.puc.paonline.com.

3. Electric Industry

In 2002, the Commission had jurisdiction over 16 electric distribution companies. However, the majority of the consumer complaints and payment arrangement requests involving the electric industry were from residential customers of the six largest electric distribution companies (EDCs): Allegheny Power, Duquesne Light Company, GPU Energy, PECO Energy, Pennsylvania Power Company and PPL Utilities Inc. This chapter will focus exclusively on those six companies. Most of the complaints and payment arrangement requests dealt with matters covered under 52 Pa. Code, Chapter 56 *Standards and Billing Practices for Residential Utility Service*. For the most part, these consumer complaints and payment arrangement requests represent customer appeals to the Commission resulting from the inability of the company and the customer to reach a mutually satisfactory resolution to a dispute or payment negotiation.

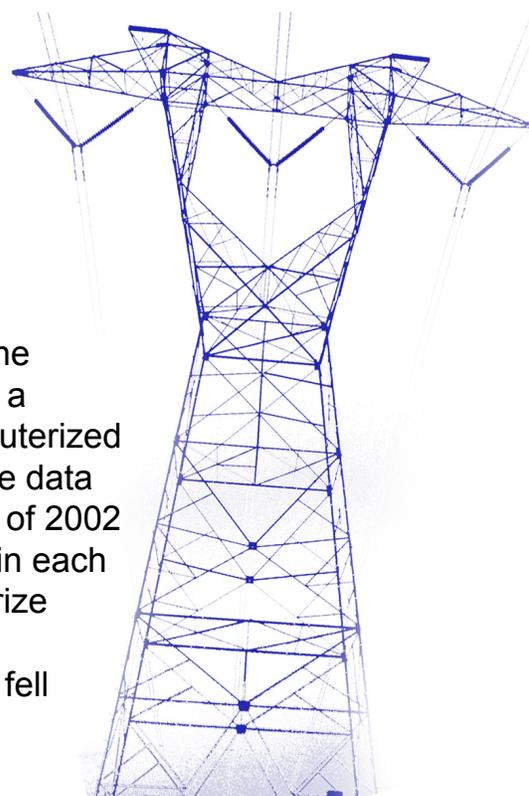
The tables and charts on the pages that follow depict the performance of each of the six largest EDCs in 2002. The tables in the appendices also include UGI-Electric, a major EDC with fewer than 100,000 residential customers. The Bureau investigated complaints in 2002 that were generated as a result of the Electric Choice programs that allowed customers to choose an electric generation supply company. However, as mentioned in the first chapter, the BCS removed these complaints from the data base it used to prepare the tables and charts on consumer complaints and payment arrangement requests. Appendices C through H present the actual statistics the Bureau used to produce the charts in this chapter.

Consumer Complaints

During 2002, the BCS handled 4,675 consumer complaints from residential customers of the various electric distribution companies (EDCs). Of these residential complaints, 99 percent (4,640) were from customers of the six largest EDCs. For the analysis in this chapter, the BCS excluded a total of 91 consumer complaints that involved competition issues.

Consumer Complaint Categories

After a BCS investigator closes a consumer complaint, the BCS policy division reviews the complaint, categorizes it into a specific problem category and enters it into the Bureau's computerized information system. The BCS data system then aggregates the data from all complaints. The following table shows the percentage of 2002 complaints from residential customers of the six largest EDCs in each of the 13 categories used by the BCS policy division to categorize consumer complaints about electric, gas and water utilities. Appendix C, Table 1, provides the actual number of cases that fell into each category in 2002.



Consumer Complaint Categories: 2002 Major Electric Distribution Companies

Categories	Allegheny Power	Duquesne	GPU	PECO*	Penn Power	PPL Utilities	Electric Majors
Service Interruptions	16%	9%	28%	10%	13%	13%	16%
Billing Disputes	13%	14%	13%	13%	20%	22%	15%
Metering	13%	5%	10%	9%	2%	18%	11%
Service Quality	5%	7%	8%	19%	4%	4%	9%
Discontinuance/ Transfer	10%	14%	5%	4%	2%	13%	8%
Damages	5%	4%	5%	10%	11%	2%	6%
Service Extensions	8%	2%	9%	3%	7%	4%	5%
Credit and Deposits	4%	11%	3%	2%	0%	9%	5%
Personnel Problems	6%	5%	4%	6%	7%	3%	5%
Scheduling Delays	4%	4%	4%	6%	2%	2%	4%
Other Payment Issues	1%	6%	2%	3%	2%	4%	3%
Rates	1%	1%	1%	1%	0%	1%	1%
All Other Problems	15%	19%	7%	15%	29%	4%	11%
TOTAL-Percent**	101%	101%	99%	101%	99%	99%	99%
TOTAL-Number***	231	247	490	429	45	425	1,867

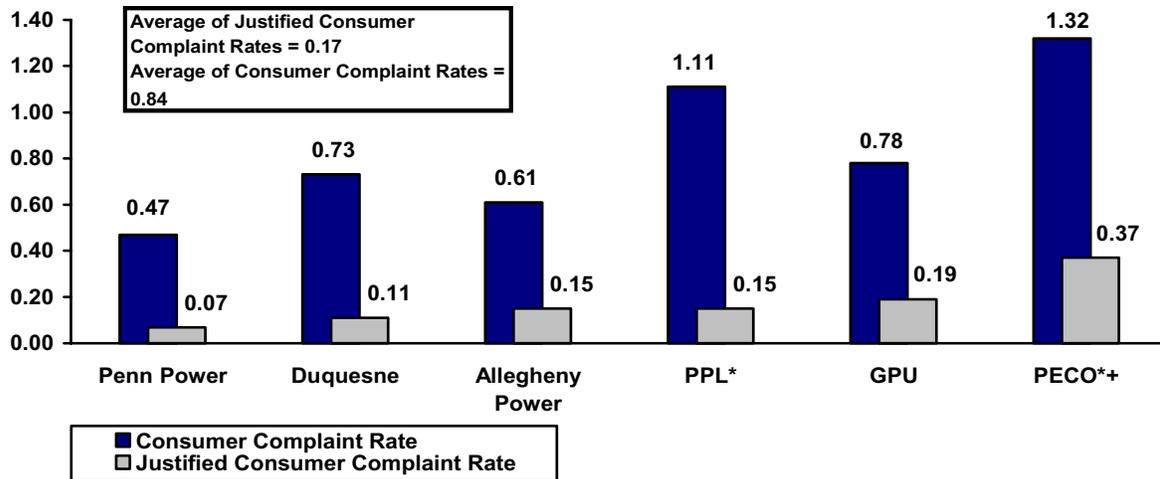
* PECO statistics include electric and gas.

** Columns may total more or less than 100% due to rounding.

*** Based on residential complaints evaluated by BCS as of June 20, 2003.

- Categories are for residential complaints filed with BCS: justified, inconclusive and unjustified. See Appendix B-1 for an explanation of complaint categories and Appendix C-1 for the number of cases in each category.
- In 2002, service interruptions accounted for 16 percent, billing disputes amounted to 15 percent, while metering complaints comprised 11 percent of the consumer complaints about the major electric distribution companies.

2002 Residential Consumer Complaint Rates/ Justified Consumer Complaint Rates Major Electric Distribution Companies

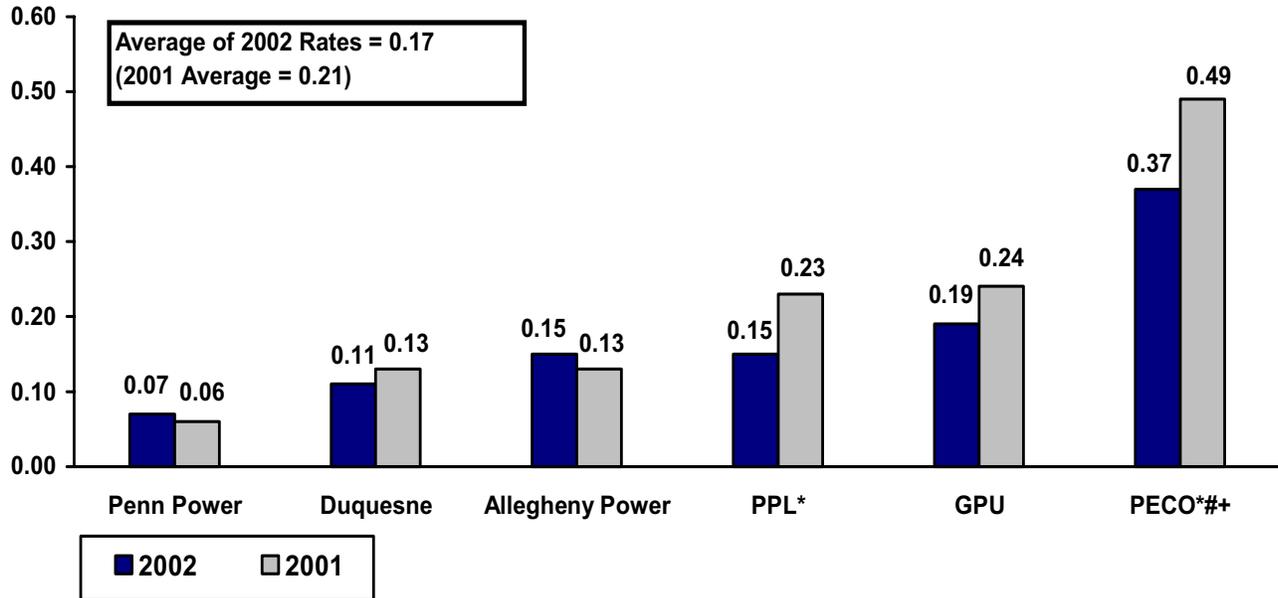


* Justified Consumer Complaint Rate based on a probability sample of cases.

+ PECO statistics include electric and gas.

- The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers. The consumer complaint rate equals the number of consumer complaints for each 1,000 residential customers.
- For the major EDCs, the average of the consumer complaint rates is nearly five times greater than the average of the justified consumer complaint rates.
- Appendix D, Table 1, presents the number of consumer complaints and justified consumer complaints for each major EDC in 2002.

2001-2002 Justified Residential Consumer Complaint Rates Major Electric Distribution Companies



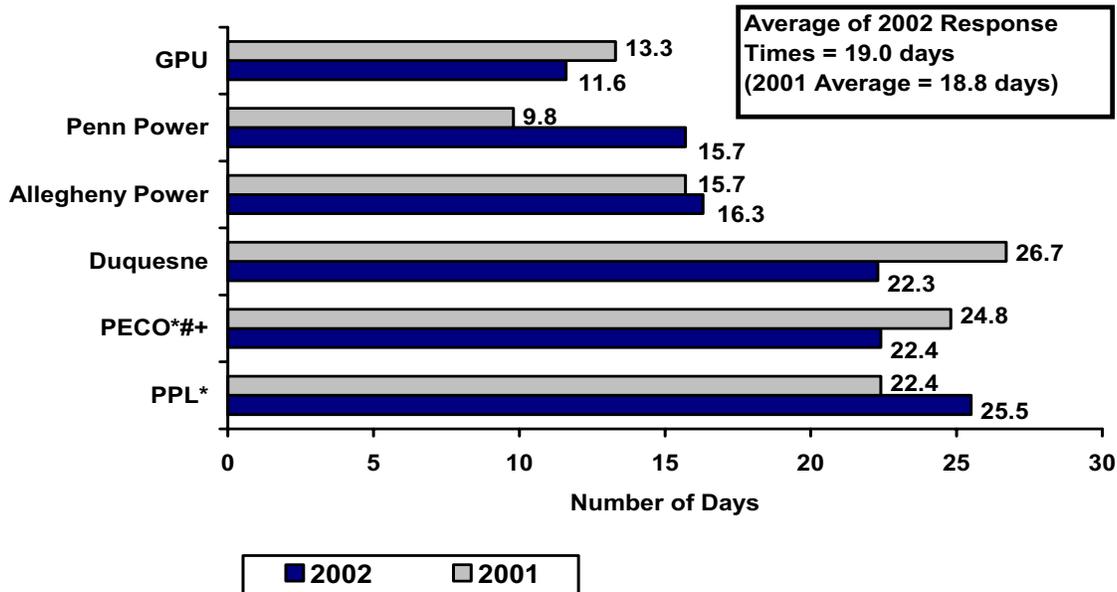
* Based on a probability sample of cases for 2002.

Based on a probability sample of cases for 2001.

+ PECO statistics include electric and gas.

- The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.
- The average of the justified consumer complaint rates for the major electric distribution companies decreased from 2001 to 2002. The justified rate for only two of the six major EDCs increased from 2001 to 2002.
- Appendix D, Table 1 presents the number of justified consumer complaints for each major EDC in 2001 and 2002.

2001-2002 Response Time to BCS Residential Consumer Complaints Major Electric Distribution Companies



* Based on a probability sample of cases for 2002.

Based on a probability sample of cases for 2001.

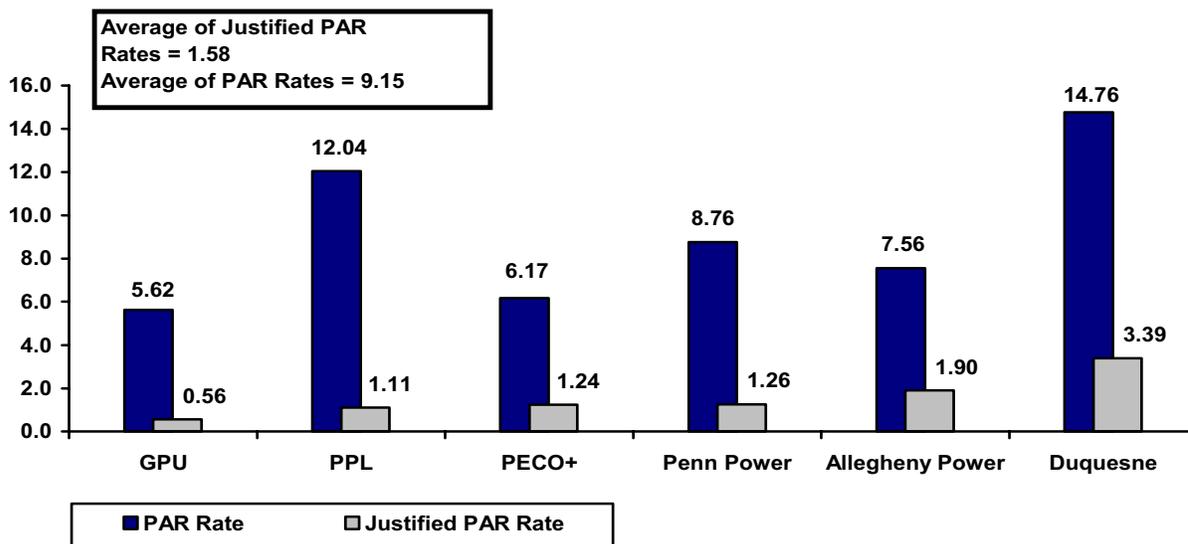
+ PECO statistics include electric and gas.

- Overall, the average response time remained stable from 2001 to 2002. In 2002, the average response time to consumer complaints decreased for three of the six major EDCs.
- Appendix E shows the 2001 and 2002 response times to consumer complaints for each of the major EDCs as well as for the major gas, water and telephone utilities.

Payment Arrangement Requests

In 2002, the Bureau of Consumer Services handled 41,701 payment arrangement requests (PARs) from residential customers of the electric distribution companies. Ninety-eight percent (41,032) of the residential PARs were from customers of the six largest EDCs. In 2002, the BCS reviewed a representative sample of the PARs for each of the six largest EDCs: Allegheny Power, Duquesne, GPU, PECO, Penn Power and PPL Utilities. Thus, the calculations for justified payment arrangement request rate and response time that appear in the pages that follow are based on a subset of cases that the BCS received from customers of these utilities. The BCS believes the size of the samples gives a reasonable indication of the performance of these companies. Appendix F, Table 1, provides additional statistics regarding the payment arrangement requests from residential customers of the major EDCs.

2002 Residential Payment Arrangement Request Rates/ Justified Payment Arrangement Request Rates* Major Electric Distribution Companies

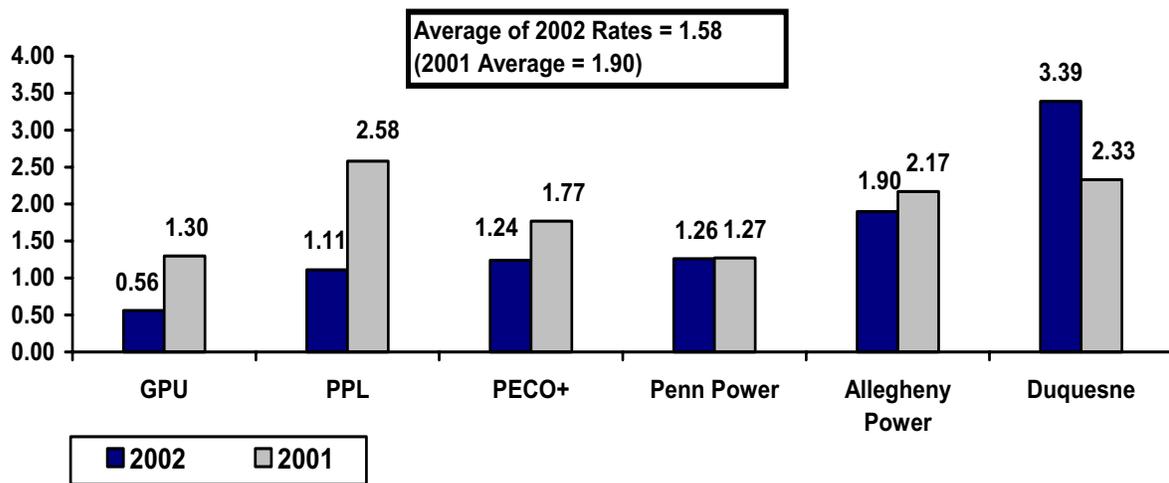


* Justified PAR Rates based on a probability sample of cases for all companies in 2002.

+ PECO statistics include electric and gas.

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers. The payment arrangement request rate equals the number of payment arrangement requests for each 1,000 residential customers.
- On average, there were slightly more than nine payment arrangement requests to the BCS for each 1,000 residential customers of the major EDCs in 2002. There were less than two justified PARs for each 1,000 residential customers.
- Appendix F, Table 1 presents the number of payment arrangement requests and justified payment arrangement requests for each major EDC in 2002.

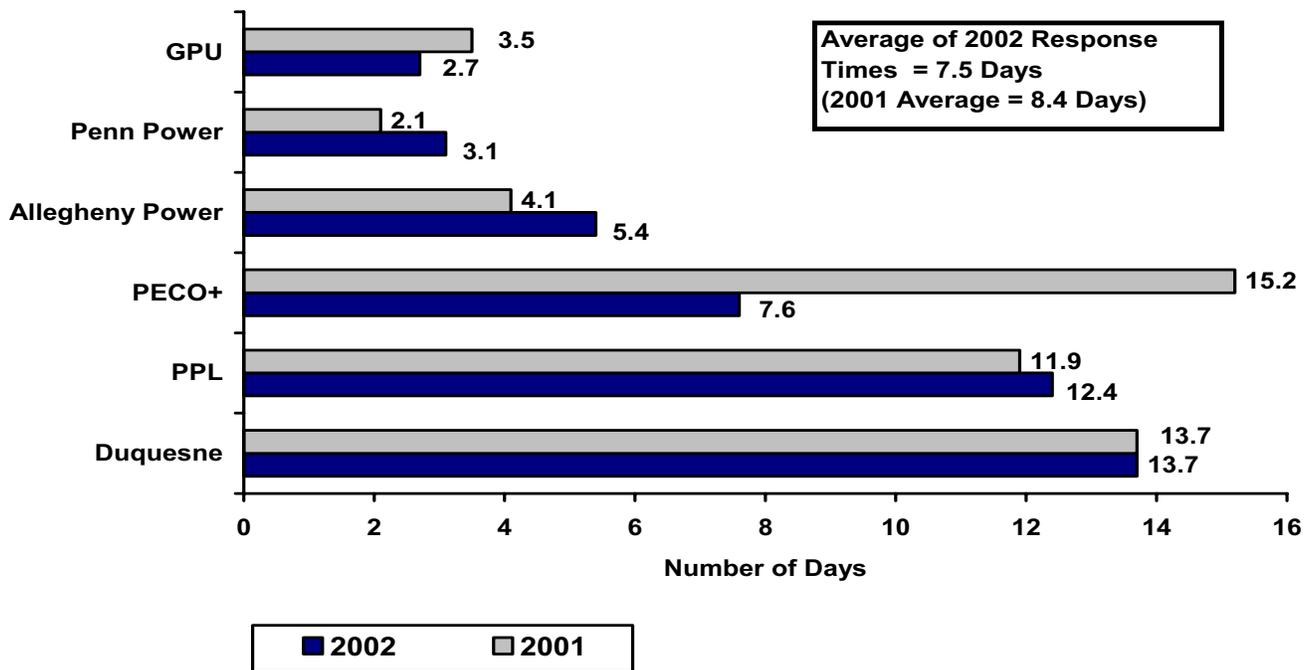
2001-2002 Justified Residential Payment Arrangement Request Rates* Major Electric Distribution Companies



* Based on a probability sample of cases for all companies in 2002 and 2001.
 + PECO statistics include electric and gas.

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.
- The average of the justified PAR rates for the six major EDCs decreased from 1.90 in 2001 to 1.58 in 2002. The justified PAR rates for five of the six major electric distribution companies decreased from 2001 to 2002.
- Appendix F, Table 1, presents the number of justified payment arrangement requests for each major EDC in 2001 and 2002.

2001-2002 Response Time* to BCS Residential Payment Arrangement Requests Major Electric Distribution Companies



* Based on a probability sample of cases for all companies in 2002 and 2001.

+ PECO statistics include electric and gas.

- From 2001 to 2002, the average response time for the six major EDCs decreased by nearly one day.
- Two of the six major EDCs reduced their response times to PARs in 2002 compared to 2001.
- Appendix G shows the 2001 and 2002 response times to payment arrangement requests for each of the major EDCs, as well as for the major gas, water and telephone companies.

Termination of Service

Each month, the electric companies report to the Commission the number of residential accounts that they terminated for nonpayment during the previous month. Some EDCs maintain a fairly consistent pattern of termination behavior while others fluctuate from year to year. The table below indicates the annual number of residential accounts each of the six largest EDCs terminated in 2000, 2001 and 2002. The table also presents the termination rates for each of these companies.

Residential Service Terminations/Termination Rates Major Electric Distribution Companies

Company Name	Residential Service Terminations				Termination Rates		
	2000	2001	2002	% Change in # 2001-2002	2000	2001	2002
Allegheny Power	7,887	5,808	8,777	51%	13.39	9.82	14.76
Duquesne	4,764	5,788	9,307	61%	9.11	11.01	17.70
GPU	4,635	12,631	9,268	-27%	4.95	13.42	9.77
PECO*	32,403	34,957	46,040	32%	23.62	25.32	33.22
Penn Power	1,423	1,460	1,483	2%	10.78	10.94	10.93
PPL Utilities	7,117	8,082	7,736	-4%	6.36	7.17	6.80
Major Electric	58,229	68,726	82,611	20%			
Average of Rates					11.37	12.95	15.53

* PECO statistics include electric and gas.

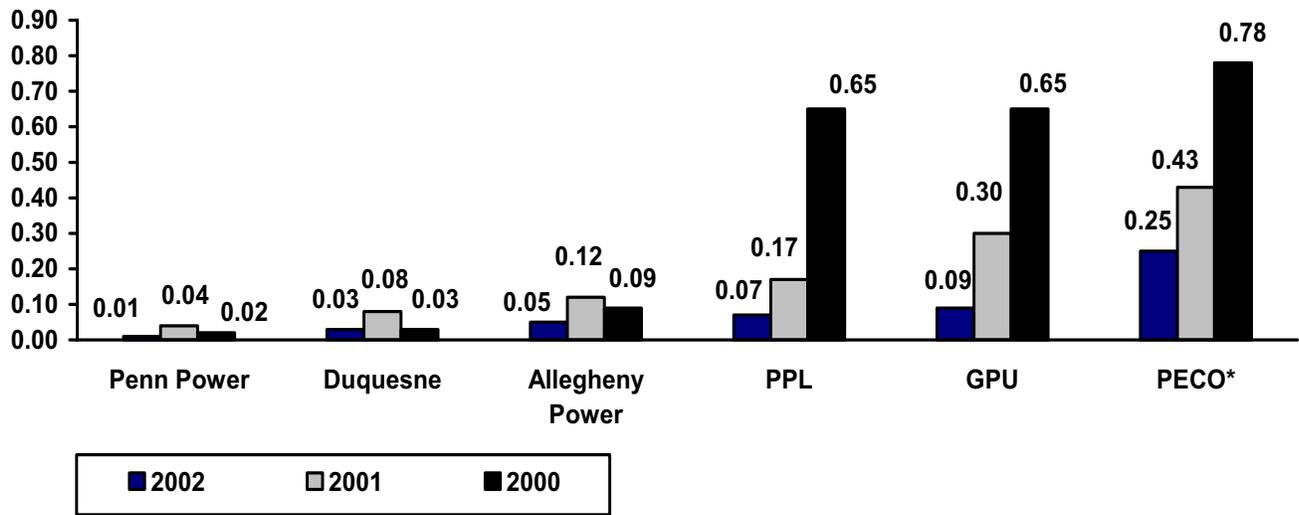
- Termination rate is the number of service terminations for each 1,000 residential customers.
- Overall, the six major EDCs terminated 20 percent more residential accounts in 2002 than in 2001 and 42 percent more than in 2000. Four of the six major EDCs terminated more residential accounts in 2002 than in 2001.

Compliance

The use of “infraction rate” in this report is intended to help the Commission monitor the duty of electric distribution companies at 66 Pa. C.S. §2807(d) to, at a minimum, maintain customer services under retail competition at the same level of quality.

During 2000, 2001 and 2002, the Bureau determined the six major EDCs together logged 4,244 infractions of regulations. The chart that follows and the infraction statistics in Appendix H, Table 1 are drawn from all informal complaints residential consumers filed with the BCS from 2000 through 2002. Infractions identified on complaints involving competition issues are included in the infraction statistics.

Commission Infraction Rates Major Electric Distribution Companies



* PECO statistics include electric and gas.

- The infraction rate is the number of informally verified infractions per 1,000 residential customers.
- Overall, the number of informally verified infractions attributed to the major EDCs decreased from 2001 to 2002.
- Appendix H, Table 1, presents the actual number of infractions for each major EDC in 2000, 2001 and 2002.

4. Natural Gas Industry

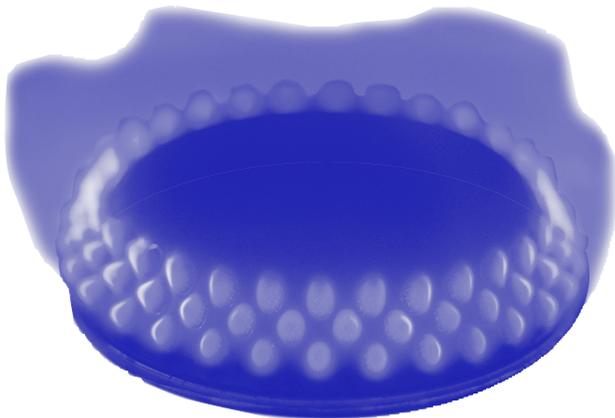
In 2002, the Commission had jurisdiction over 35 gas utilities. However, the majority of the consumer complaints and payment arrangement requests involving the gas industry came from residential customers of the six major gas utilities: Columbia Gas of Pennsylvania, Dominion Peoples, Equitable Gas, National Fuel Gas Distribution Corporation, PG Energy and UGI-Gas. This chapter will focus exclusively on those six utilities. As with the electric industry, most of the complaints and payment arrangement requests dealt with matters covered under 52 Pa. Code, Chapter 56 *Standards and Billing Practices for Residential Utility Service*. These consumer complaints and payment arrangement requests, for the most part, represent customer appeals to the Commission resulting from the inability of the company and the customer to reach a mutually satisfactory resolution to a dispute or payment negotiation.

The Bureau continues to actively monitor the Philadelphia Gas Works-progress during the transition to full Chapter 56 compliance. During the past year the Bureau completed several initiatives aimed at improving the delivery of customer service by PGW.

Bureau staff completed a comprehensive customer service performance review of PGW's call center practices. In the coming year, the Bureau will monitor PGW's efforts, in implementing the recommendations resulting from the review.

The Bureau continues to meet with PGW officials on a monthly basis to monitor the company's progress with its customer service initiative. In addition, these meetings are used to track PGW's Chapter 56 transition efforts, and to discuss and resolve various customer service issues as appropriate.

The Bureau continues to closely monitor PGW's access levels in both its customer service and collection call centers. Additionally, the Bureau played a significant role in reviewing and advising on the Chapter 56 sections of PGW's restructuring filing. Finally, the Bureau continues to devote sizable resources solely for handling consumer complaints and payment arrangement requests from PGW customers.



The tables and charts on the pages that follow depict the performance of each of the six major gas utilities in 2002 exclusive of Philadelphia Gas Works. Appendices C through H present the actual statistics the Bureau used to produce the charts in this chapter.

Consumer Complaints

During 2002, the BCS handled 4,340 consumer complaints from residential customers of the various natural gas distribution companies (NGDCs). Of these residential complaints, 50 percent (2,163) were from customers of the six largest NGDCs, and 47 percent (2,055) were Philadelphia Gas Works customers. For the analysis of the six major gas companies that appears in this chapter, the BCS excluded a total of 62 consumer complaints that involved competition issues.

Consumer Complaint Categories

After a BCS investigator closes a consumer complaint, the BCS policy division reviews the complaint, categorizes it into a specific problem category and enters it into the Bureau's computerized information system. The BCS data system then aggregates the data from all complaints. The following table shows the percentage of 2002 complaints from residential customers of the six major gas utilities in each of the 13 categories used by the BCS policy unit to categorize consumer complaints about electric, gas and water utilities. The percentages shown in the table are for all the cases residential customers of the major gas utilities filed with BCS, not just cases determined to be justified in coming to the Bureau. Appendix C, Table 2, provides the actual number of cases that fell into each category in 2002.

Consumer Complaint Categories: 2002 Major Natural Gas Distribution Companies

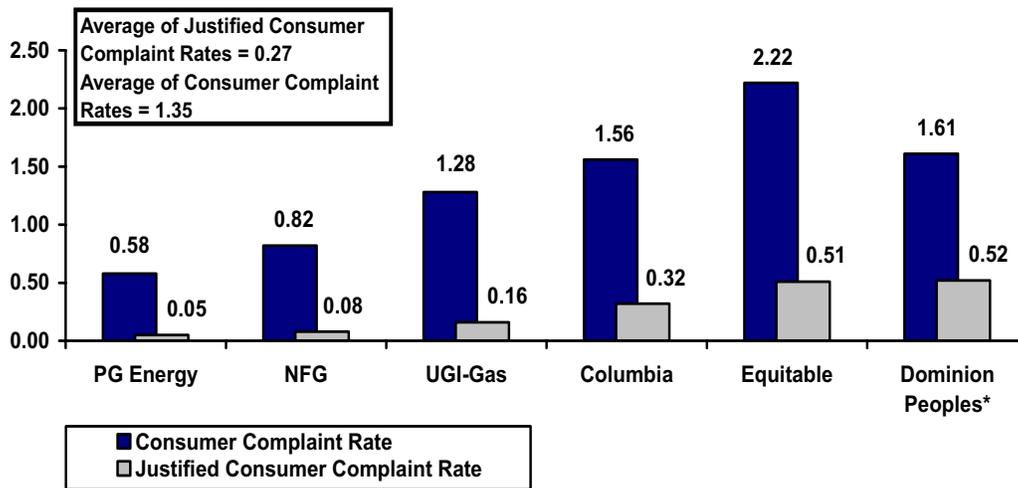
Categories	Columbia	Dominion Peoples	Equitable	NFG	PG Energy	UGI-Gas	Gas Majors
Metering	32%	26%	11%	19%	16%	18%	21%
Credit and Deposits	7%	1%	27%	5%	4%	17%	12%
Discontinuance/ Transfer	10%	7%	13%	13%	16%	16%	12%
Billing Disputes	7%	9%	11%	11%	27%	12%	10%
Other Payment Issues	4%	13%	5%	4%	2%	5%	6%
Personnel Problems	6%	6%	6%	6%	8%	3%	6%
Service Quality	5%	7%	2%	2%	2%	3%	4%
Scheduling Delays	7%	3%	1%	3%	4%	3%	4%
Service Extensions	5%	3%	1%	6%	4%	4%	3%
Damages	4%	5%	2%	1%	0%	2%	3%
Service Interruptions	2%	2%	0%	3%	0%	<1%	1%
Rates	1%	1%	0%	0%	0%	<1%	1%
All Other Problems	10%	17%	22%	27%	16%	16%	17%
TOTAL-Percent*	100%	100%	101%	100%	99%	99%	100%
TOTAL-Number**	361	235	345	100	49	223	1,313

* Columns may total more or less than 100 percent due to rounding.

** Based on residential complaints evaluated by BCS as of June 20, 2003.

- Categories are for all residential complaints filed with BCS: justified, inconclusive and unjustified. See Appendix B-1 for an explanation of complaint categories and Appendix C-2 for the number of cases in each category.
- In 2002, metering complaints generated 21 percent of the complaints about the major gas utilities followed by credit and deposits (12 percent) and discontinuance/transfer complaints (12 percent).

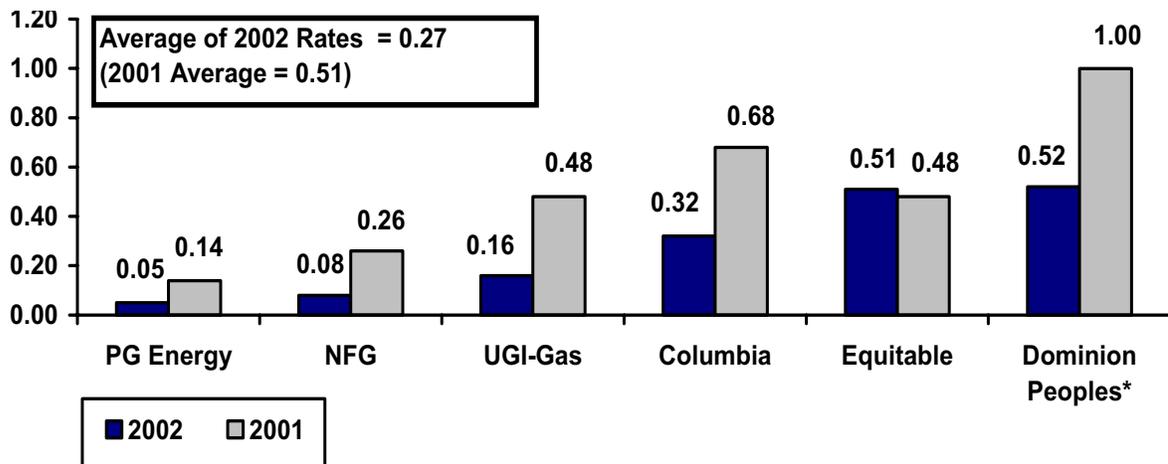
2002 Residential Consumer Complaint Rates/ Justified Consumer Complaint Rates Major Natural Gas Distribution Companies



* Justified Consumer Complaint Rate based on a probability sample of cases.

- The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers. The consumer complaint rate equals the number of consumer complaints for each 1,000 residential customers.
- For the major gas companies, the average of the consumer complaint rates is five times greater than the average of the justified rates.
- Appendix D, Table 2, presents the number of consumer complaints and justified consumer complaints for each major gas company in 2002.

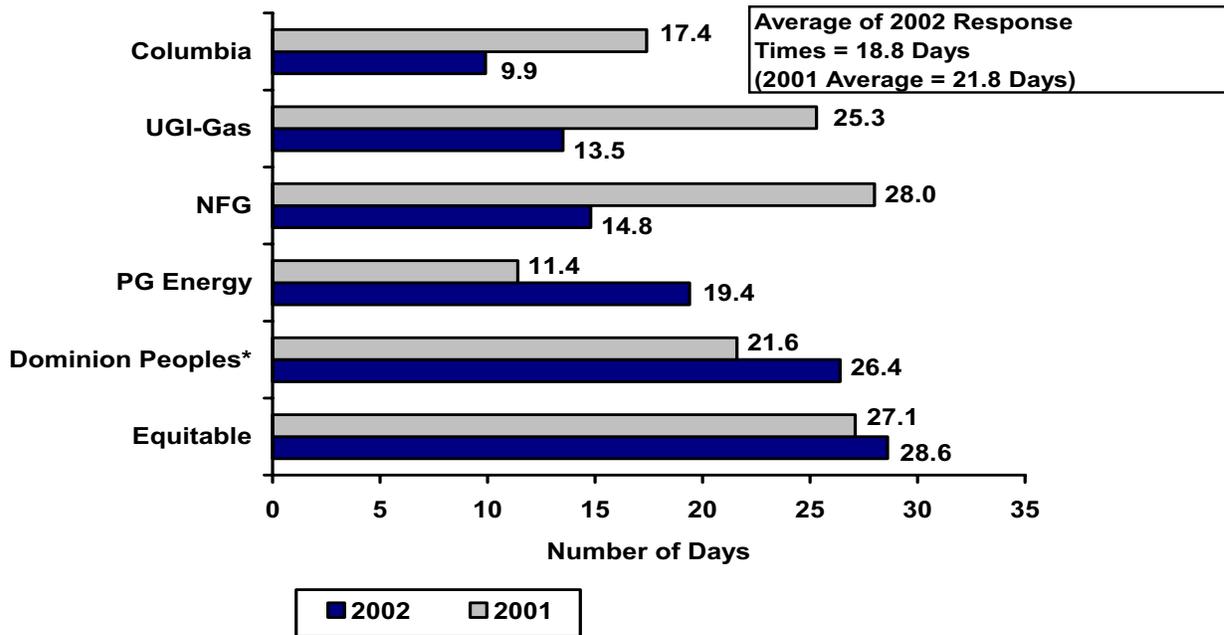
2001-2002 Justified Residential Consumer Complaint Rates Major Natural Gas Distribution Companies



* Based on a probability sample of cases for 2002 and 2001.

- The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.
- The average of the justified consumer complaint rates of the major gas companies decreased from 0.51 in 2001 to 0.27 in 2002. This is the first annual decrease in four years for the gas companies. The average justified complaint rate decreased for five of the six major gas companies in 2002.
- Appendix D, Table 2, shows the number of justified consumer complaints for each major gas company in 2001 and 2002.

2001-2002 Response Time to BCS Residential Consumer Complaints Major Natural Gas Distribution Companies



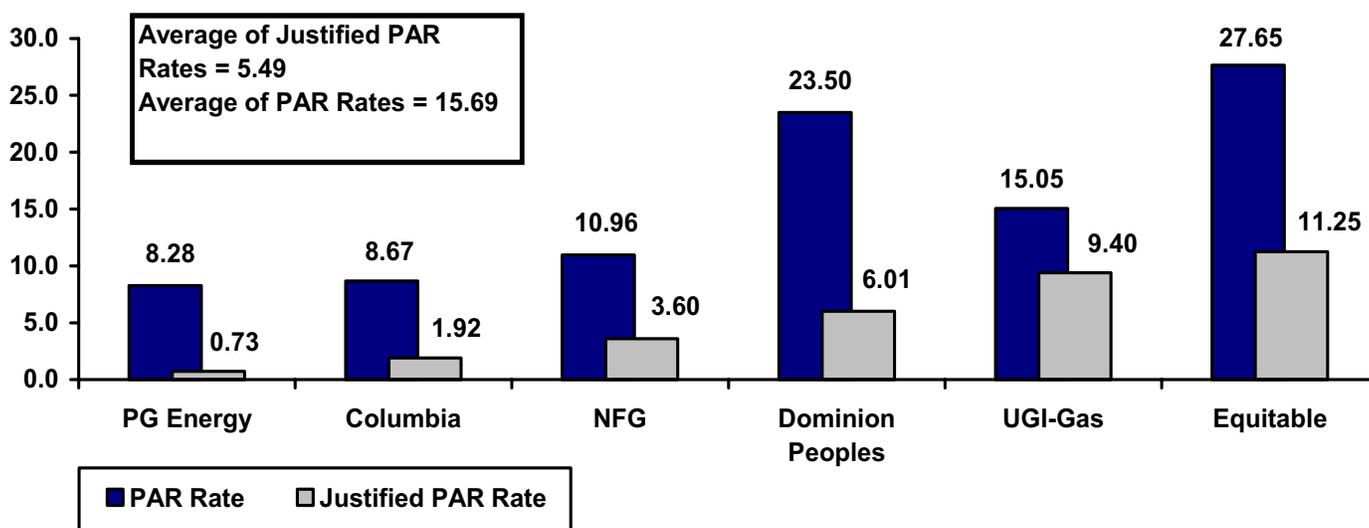
* Based on a probability sample of cases for 2002 and 2001.

- The average response time for the major gas companies decreased by three days from 2001 to 2002. Three of the six major gas companies decreased response time to consumer complaints in 2002.
- Appendix E shows the 2001 and 2002 response times to consumer complaints for each of the major gas companies, as well as for the major electric, water and telephone utilities.

Payment Arrangement Requests

In 2002, the Bureau of Consumer Services handled 29,607 payment arrangement requests (PARs) from residential customers of the natural gas distribution companies. Eighty-two percent (24,340) of the residential PARs were from customers of the six major natural gas distribution companies and 14 percent (4,276) were from customers of the Philadelphia Gas Works. In 2002, the BCS reviewed a representative sample of the PARs for case outcome for the following gas companies: Columbia, Equitable, NFG, Dominion Peoples, PG Energy and UGI-Gas. Thus, the calculations for justified payment arrangement request rate and response time that appear in the pages that follow are based on a subset of cases the BCS received from customers of these utilities. The BCS believes the size of the samples gives an adequate indication of the performance of these companies. Appendix F, Table 2, provides additional statistics regarding the payment arrangement requests from residential customers of the major natural gas distribution companies.

2002 Residential Payment Arrangement Request Rates/ Justified Payment Arrangement Request Rates* Major Natural Gas Distribution Companies

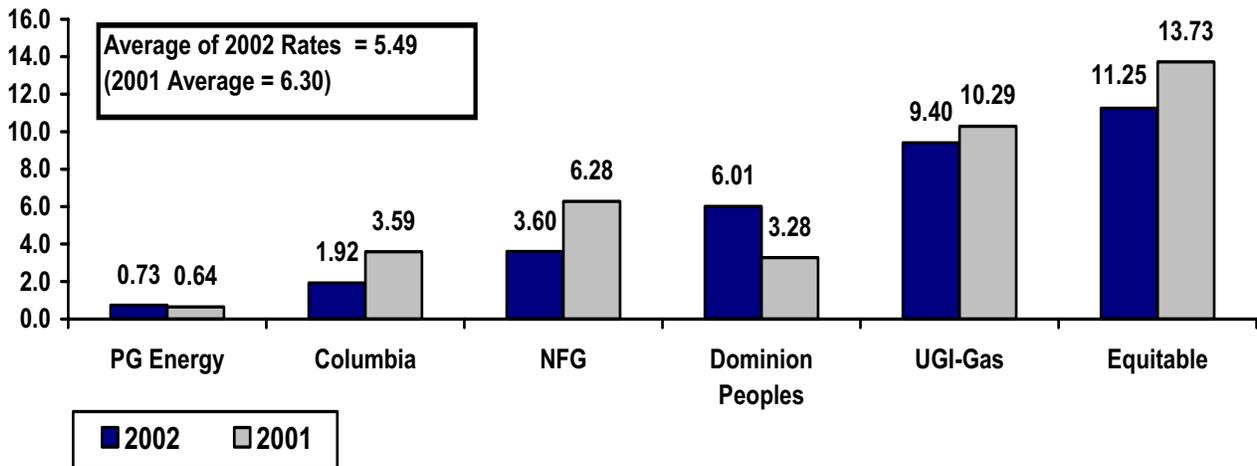


* Justified PAR rates based on a probability sample of cases for all companies.

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers. The payment arrangement request rate equals the number of payment arrangement requests for each 1,000 residential customers.

- In 2002, the average of the PAR rates is nearly three times the average of the justified PAR rates.
- Appendix F, Table 2, presents the number of payment arrangement requests and justified payment arrangement requests for each major gas company in 2002.

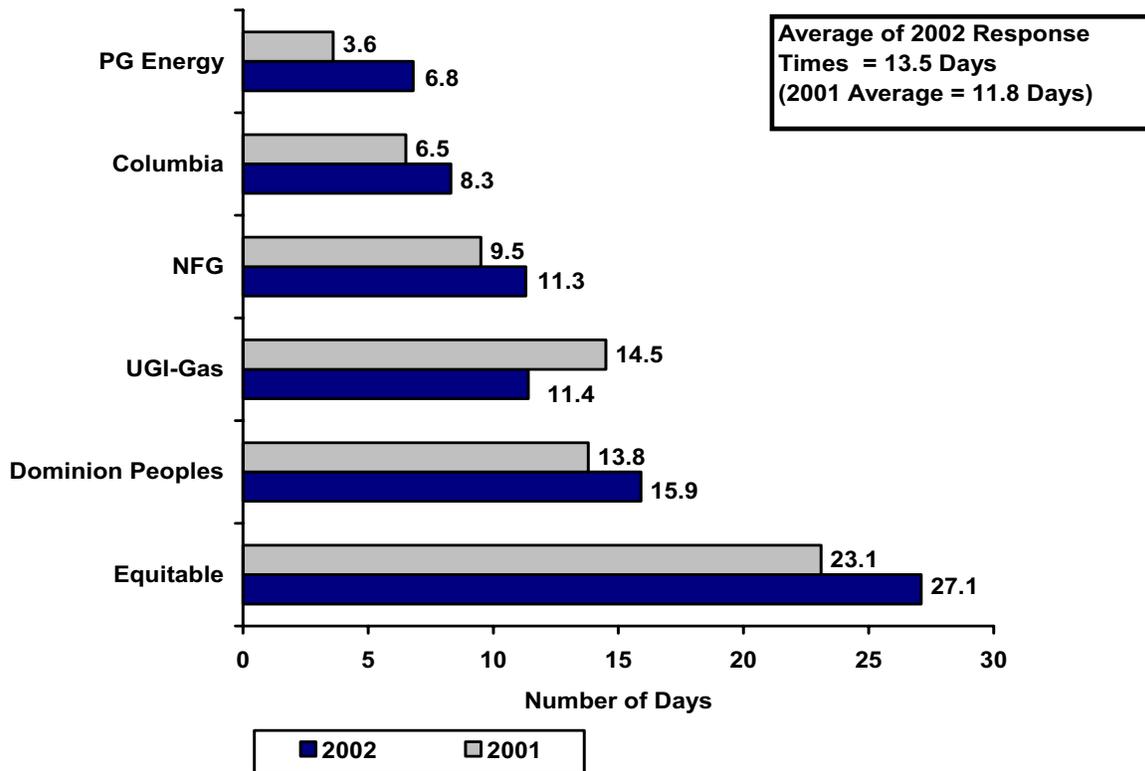
2001-2002 Justified Residential Payment Arrangement Request Rates* Major Natural Gas Distribution Companies



* Based on a probability sample of cases for all companies in 2002 and 2001.

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.
- The average of the justified PAR rates for the six major gas utilities decreased from 6.30 in 2001 to 5.49 in 2002. The justified payment arrangement request rate decreased for four of the six major gas companies.
- Appendix F, Table 2, presents the number of justified payment arrangement requests for each major gas company in 2001 and 2002.

2001-2002 Response Time* to BCS Residential Payment Arrangement Requests Major Natural Gas Distribution Companies



* Based on a probability sample of cases for all companies in 2002 and 2001.

- From 2001 to 2002, the average response time to BCS payment arrangement requests increased by 1.7 days. The gas industry average response time to BCS PARs was nearly two weeks in 2002.
- Five of the six major gas companies had longer response times to BCS payment arrangement requests from 2001 to 2002.
- Appendix G shows the 2001 and 2002 response times to payment arrangement requests for each of the major gas companies as well as for the major electric, water and telephone companies.

Termination of Service

Each month, the gas utilities report to the Commission the number of residential accounts that they terminated for nonpayment during the previous month. Historically, utilities have shown a varied pattern of termination behavior, from a consistent pattern to one that fluctuates from year to year. The table that follows indicates the annual number of residential accounts each of the six largest gas utilities terminated in 2000, 2001 and 2002. The table also presents the termination rates for each of these companies.

Residential Service Terminations/Termination Rates Major Natural Gas Distribution Companies

Company Name	Residential Service Terminations				Termination Rates		
	2000	2001	2002	% Change in # 2001-2002	2000	2001	2002
Columbia	5,887	7,453	5,832	-22%	17.20	21.60	16.72
Dominion Peoples	1,264	1,230	5,169	320%	3.92	3.83	16.05
Equitable	5,873	6,092	11,012	81%	25.44	26.02	46.05
NFG	5,427	7,398	5,880	-21%	27.76	37.90	30.12
PG Energy	3,202	4,967	4,041	-19%	23.29	35.87	29.11
UGI-Gas	7,702	9,063	7,824	-14%	31.63	36.37	30.59
Major Gas	29,355	36,203	39,758	10%			
Average of Rates					21.54	26.93	28.11

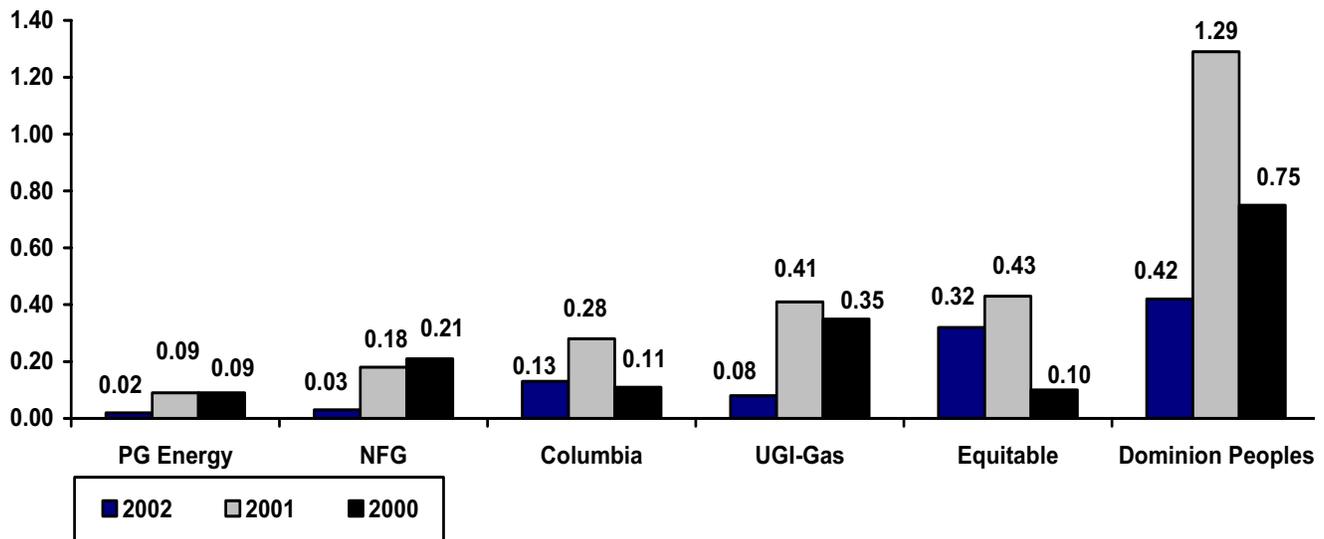
- Overall, the six major gas companies terminated 28 out of every 1,000 residential gas customers during 2002.
- Two of the six major gas companies terminated more residential accounts in 2002 than in 2001. Overall, the six major gas companies terminated 10 percent more residential accounts in 2002 than in 2001 and 35 percent more than in 2000.

Compliance

The Bureau's primary compliance effort is its informal compliance process. This process provides utilities with specific examples of apparent problems that may reflect infractions of Commission regulations. Often, through the informal notification process, the BCS provides utilities with written clarifications or explanations of Chapter 56 provisions and other Commission regulations and policies.

During 2000, 2001 and 2002, the Bureau determined the six major gas utilities together logged 1,491 infractions of regulations. The chart that follows and the infraction statistics in Appendix H, Table 2 are drawn from all informal complaints that residential consumers filed with the BCS from 2000 through 2002. Infractions identified on complaints involving competition issues are included in the infraction statistics.

Commission Infraction Rates Major Natural Gas Distribution Utilities

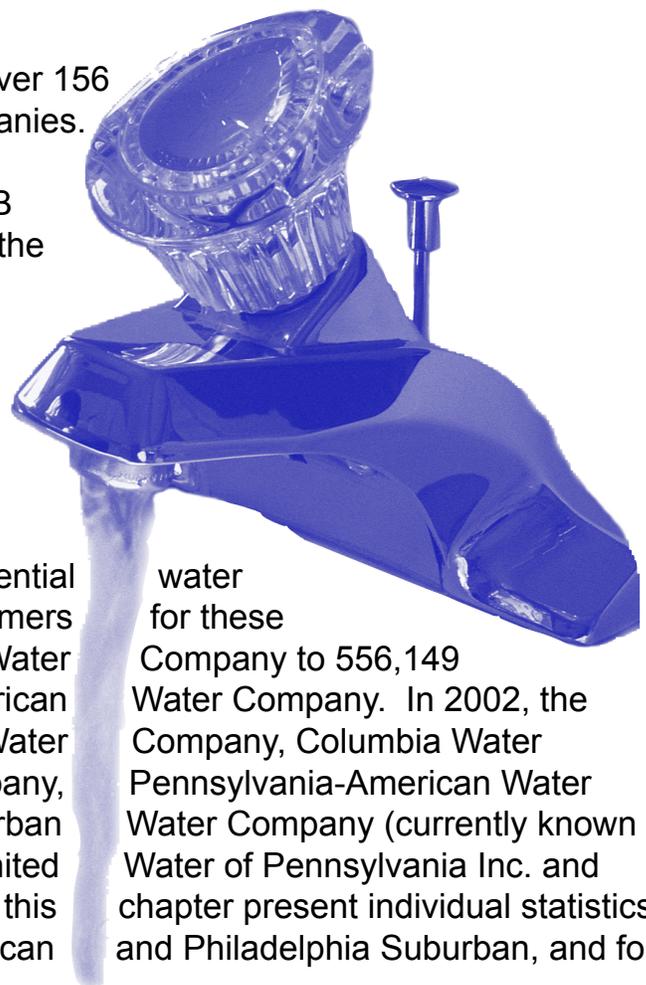


- The infraction rate is the number of informally verified infractions per 1,000 residential customers.
- Overall, the number of informally verified infractions attributed to the major gas distribution utilities decreased from 2001 to 2002.
- Appendix H, Table 2, presents the actual number of infractions for each major gas utility in 2000, 2001 and 2002.

5. Water Industry

In 2002, the Commission had jurisdiction over 156 water utilities, including 35 municipal water companies. The Commission categorizes the non-municipal water utilities into one of three classifications: A, B and C. These three classifications are based on the amount of the utility's annual revenues.

The non-municipal water utilities with the largest annual revenues are classified as Class A water utilities. Class A water companies must have annual revenues of \$1,000,000 or more for three years in a row. In 2002, there were seven Class A water companies that served residential customers. The number of residential customers ranged from 2,236 for Audubon Water Company to 556,149 for Pennsylvania-American Class A water companies were Audubon Water Company, Newtown Artesian Water Company, Philadelphia Suburban Company (PA-American), Philadelphia Suburban as Pennsylvania Suburban Water Company), United York Water Company. The tables and charts in this chapter present individual statistics for the two largest water companies, PA-American and the "Other Class A" companies as a whole.



water for these Company to 556,149 Water Company. In 2002, the Company, Columbia Water Pennsylvania-American Water Water Company (currently known Water of Pennsylvania Inc. and chapter present individual statistics and Philadelphia Suburban, and for

The other classes of water companies have lower annual revenues and, typically, fewer residential customers. In 2002, there were 17 Class B companies. Class B water companies have annual revenues between \$200,000 and \$999,999. In 2002, the number of residential customers for the Class B companies ranged from 484 to 1,945. There were 100 Class C companies in 2002. Class C water companies have annual revenues of less than \$200,000. The number of residential customers for the Class C companies ranged from 25 to 957 in 2002.

The municipal water companies are companies owned by municipalities that serve customers outside their boundaries. The Commission's jurisdiction is limited to regulating the rates and service of customers outside the municipalities. The Commission does not keep records of the number of residential customers each municipal company serves. Overall, the total number of customers served by the municipal water companies that were outside the boundaries of a particular municipality ranged from three to 25,884 in 2002.

As would be expected, the majority of the residential consumer complaints and payment arrangement requests to the BCS came from customers of the Class A water utilities. Most of the complaints and payment arrangement requests from water customers dealt with matters covered under 52 Pa. Code, Chapter 56 *Standards and Billing Practices for*

Residential Utility Service. These consumer complaints and payment arrangement requests, for the most part, represent customer appeals to the Commission resulting from the inability of the company and the customer to reach a mutually satisfactory resolution to a dispute or payment negotiation.

The table and charts on the pages that follow depict the performance of the Class A water utilities in 2002. Appendices C through H present the actual statistics the Bureau used to produce the charts in this chapter.

Consumer Complaints

During 2002, the BCS handled a total of 1,065 consumer complaints from residential customers of the various water companies. Of those complaints, 91 percent (969) were from customers of the Class A companies. The remaining 9 percent were from customers of 41 smaller water companies. In spite of the fact that the vast majority of consumer complaints involved the Class A water utilities in 2002, the Commission devoted a significant amount of attention to the smaller water utilities. Sometimes the amount of time the BCS spends on a few complaints from customers of a smaller company exceeds the amount of time it spends dealing with the larger number of complaints filed against one of the larger companies. This is because larger companies typically have the resources to respond appropriately to complaints and payment arrangement requests as compared to smaller water companies with limited resources.

In 2002, customers of the small water companies logged complaints with the BCS for a variety of reasons. However, of the 96 consumer complaints filed about the non-Class A water companies, 44 percent involved some type of service complaint (42 cases) and 27 percent were related to billing disputes (26 cases). The other complaints were about various issues, including the companies' rates and termination procedures.

Consumer Complaint Categories

After a BCS investigator closes a consumer complaint, the BCS policy division reviews the complaint, categorizes it into a specific problem category and enters it into the Bureau's computerized information system. The BCS data system then aggregates the data from all complaints. The following table shows the percentage of 2002 complaints from residential customers of the Class A water utilities in each of the categories used by the BCS policy unit to categorize consumer complaints about electric, gas and water utilities. The percentages shown in the table are for all the cases residential customers of these water utilities filed with BCS, not just cases determined to be justified in coming to the Bureau. Appendix C, Table 3, provides the actual number of cases that fell into each category in 2002.

Consumer Complaint Categories: 2002 Major Water Utilities

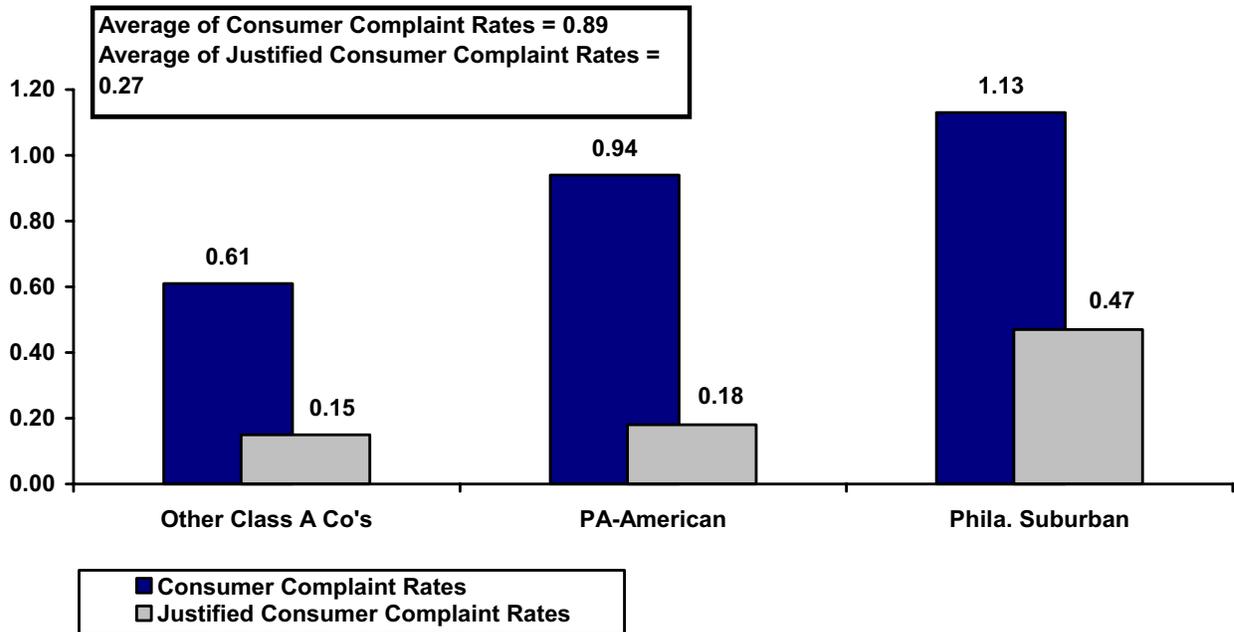
Categories	PA-American	Philadelphia Suburban	Other "Class A" Water	All "Class A" Water
Billing Disputes	29%	24%	14%	25%
Metering	11%	33%	23%	21%
Service Quality	15%	4%	18%	11%
Discontinuance/Transfer	9%	7%	5%	8%
Personnel Problems	5%	6%	7%	6%
Damages	6%	<1%	5%	4%
Service Extensions	3%	4%	0%	3%
Scheduling Delays	2%	3%	0%	3%
Other Payment Issues	3%	<1%	5%	3%
Service Interruptions	2%	<1%	5%	2%
Rates	1%	1%	2%	1%
Credit and Deposits	1%	<1%	4%	1%
All Other Problems	12%	16%	12%	13%
TOTAL-Percent*	99%	98%	100%	101%
TOTAL-Number**	287	212	57	556

* Columns may total more or less than 100 percent due to rounding.

** Based on residential complaints evaluated by BCS as of June 20, 2003.

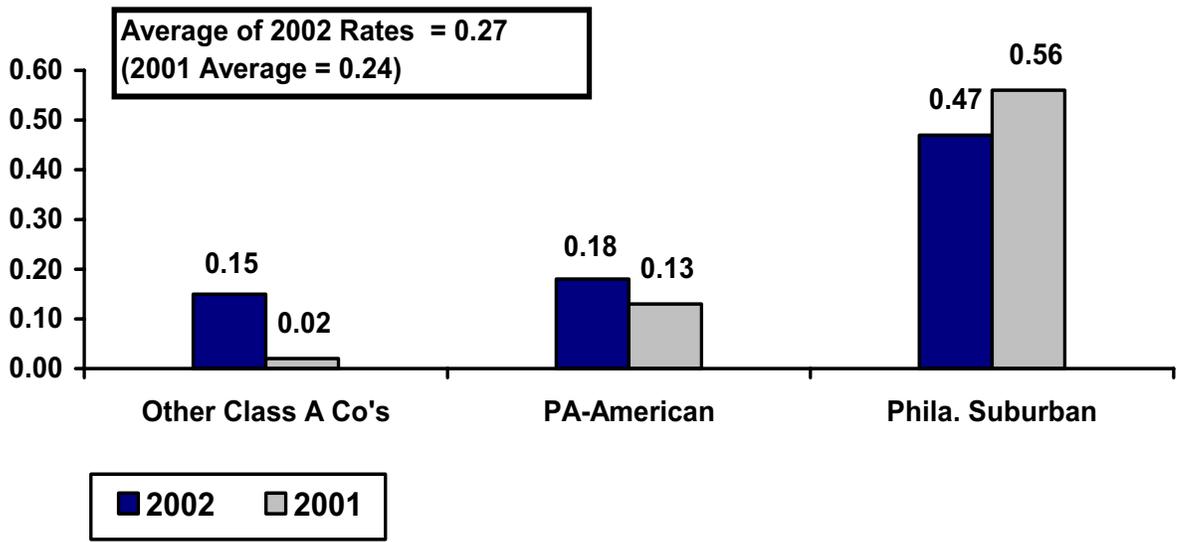
- Categories are for all residential complaints filed with the BCS: justified, inconclusive and unjustified. See Appendix B-1 for an explanation of the various complaint categories and Appendix C-3 for the number of cases in each category.
- Almost half of the consumer complaints about the Class A water utilities involved either billing disputes or metering complaints.
- The percentage of complaints about metering, service quality and other payment issues increased from 2001 to 2002. Meanwhile, the percentage of complaints about billing declined from 31 percent in 2001 to 25 percent in 2002.

2002 Residential Consumer Complaint Rates/ Justified Consumer Complaint Rates Major Water Utilities



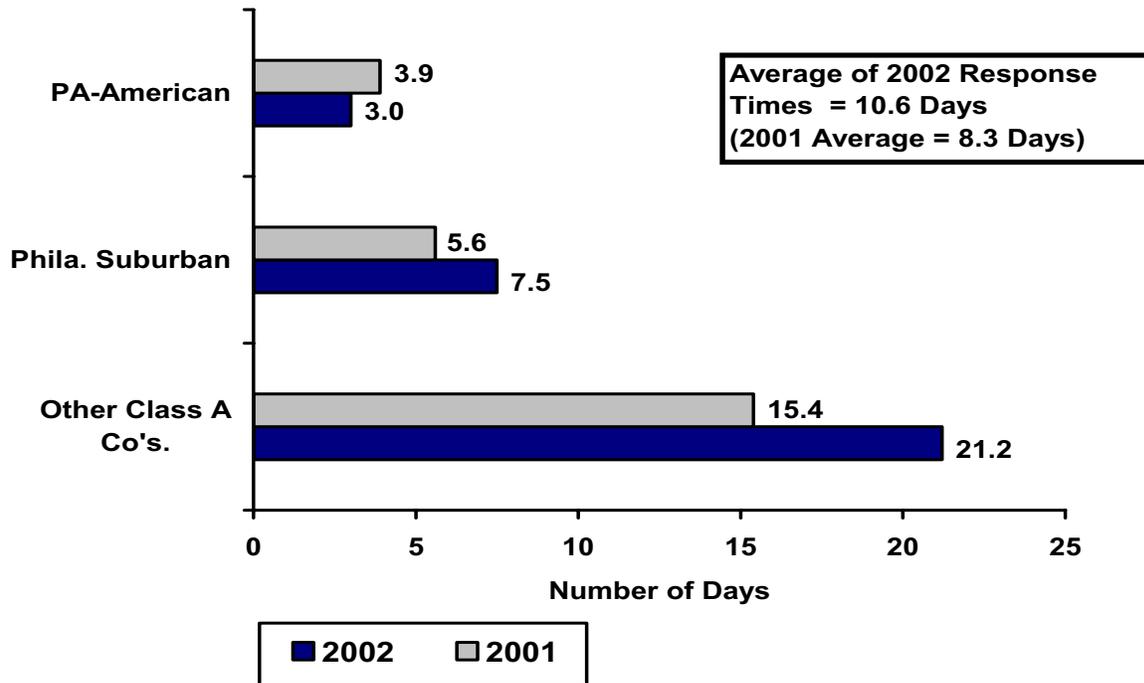
- The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers. The consumer complaint rate equals the number of consumer complaints for each 1,000 residential customers.
- The average of the consumer complaint rates is over three times greater than the average of the justified rates for the Class A water companies.
- Appendix D, Table 3, presents the actual number of consumer complaints and justified consumer complaints for Philadelphia Suburban, PA-American and the Other Class A companies in 2001 and 2002.

2001-2002 Justified Residential Consumer Complaint Rates Major Water Utilities



- The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.
- The average of the justified consumer complaint rates for the “Class A” water utilities increased from 0.24 in 2001 to 0.27 in 2002.
- Appendix D, Table 3, shows the number of justified consumer complaints for Philadelphia Suburban, PA-American and the Other Class A water companies in 2001 and 2002.

2001-2002 Response Time to BCS Residential Consumer Complaints Major Water Utilities

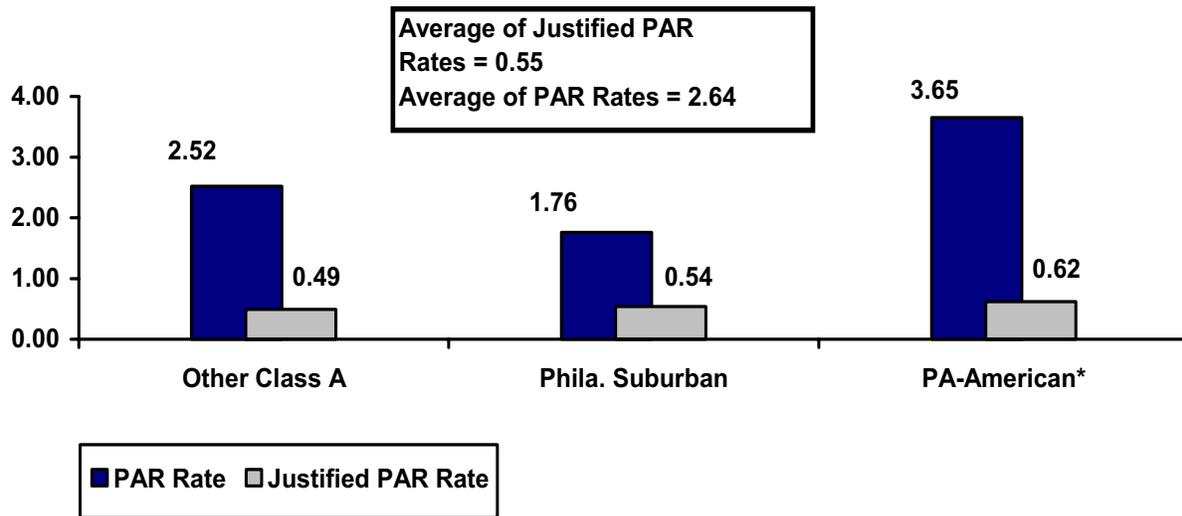


- The average response time for the major (Class A) water utilities increased from 8.3 days in 2001 to 10.6 days in 2002. The average response time for the Other Class A companies increased by nearly six days.
- Appendix E shows the 2001 and 2002 response times to consumer complaints for the Class A water utilities, as well as for the major electric, gas and telephone companies.

Payment Arrangement Requests

In 2002, the Bureau of Consumer Services handled 3,074 payment arrangement requests (PARs) from residential customers of the water industry. Ninety-six percent (2,958) of the residential PARs were from customers of the Class A water utilities. As in past years, for the companies with the largest volume of requests, the Bureau policy division reviewed a representative sample of PARs for case outcome. In 2002, the BCS reviewed a sample of the PARs for PA-American. Thus, the calculations for justified payment arrangement request rate and response time that appear in the pages that follow are based on a subset of cases the BCS received from customers of PA-American. The BCS believes the size of the sample gives a reasonable indication of the performance of this company. Appendix F, Table 3, provides additional statistics regarding the payment arrangement requests from residential customers of the Class A water utilities.

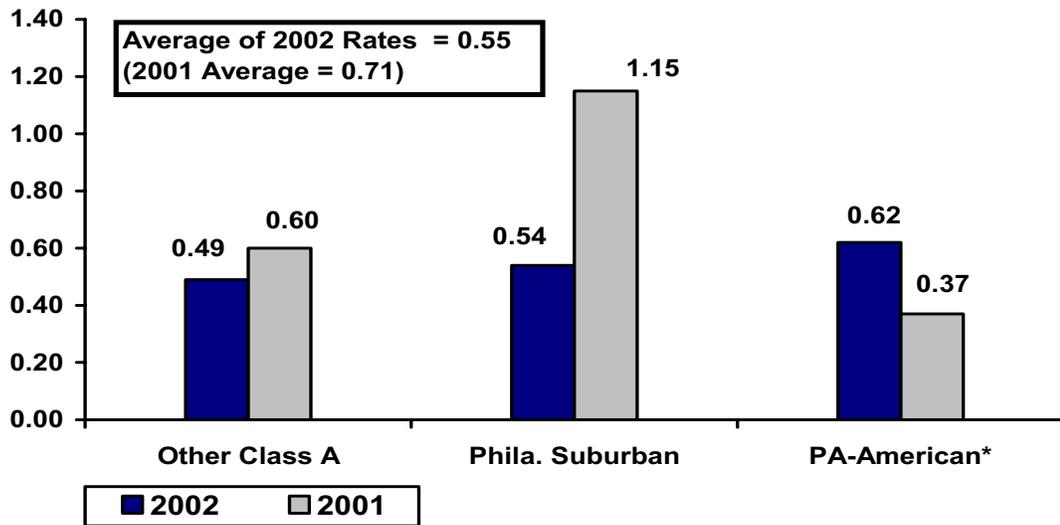
2002 Residential Payment Arrangement Request Rates/ Justified Payment Arrangement Request Rates Major Water Utilities



* Justified PAR Rate based on a probability sample of cases.

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers. The payment arrangement request rate equals the number of payment arrangement requests for each 1,000 residential customers.
- The average PAR rate is nearly five times the average justified PAR rate.
- Appendix F, Table 3, presents the number of payment arrangement requests and justified payment arrangement requests for PA-American, Philadelphia Suburban and the Other Class A water companies in 2001 and 2002.

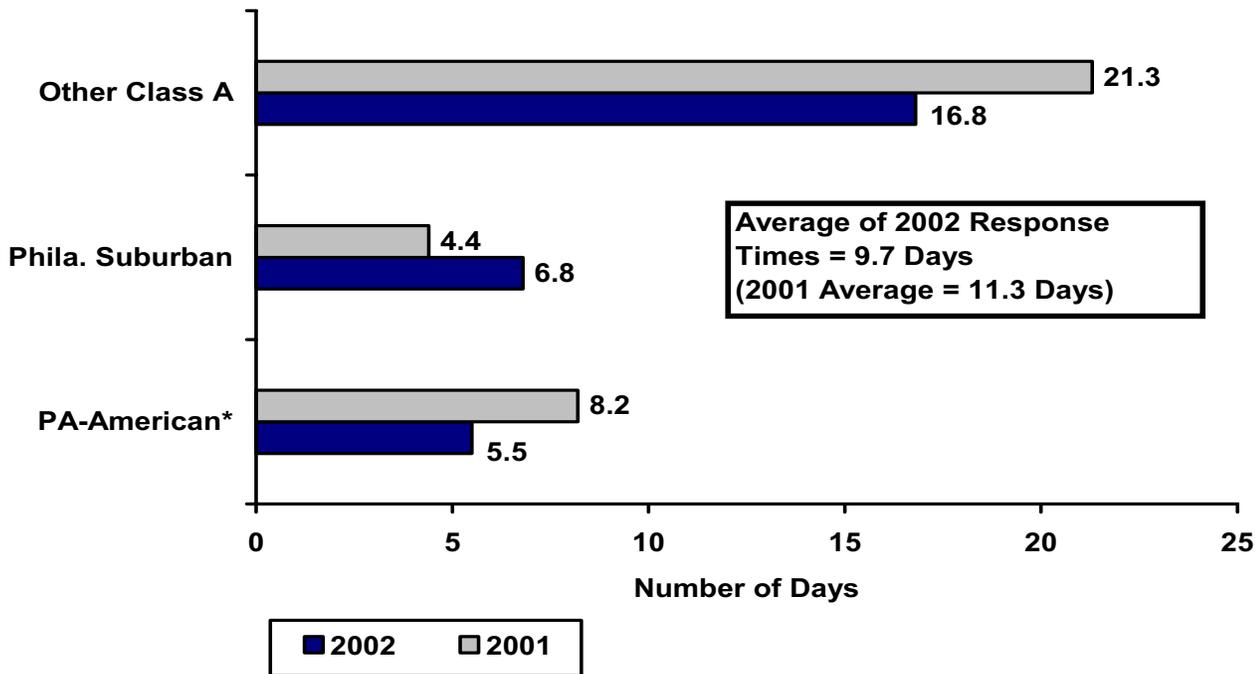
2001-2002 Justified Residential Payment Arrangement Request Rates Major Water Utilities



* Based on a probability sample of cases for 2002 and 2001

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.
- The average justified PAR rate from the major water utilities decreased from 0.71 in 2001 to 0.55 in 2002.
- Appendix F, Table 3, presents the number of payment arrangement requests and justified payment arrangement requests for Class A Water Companies in 2001 and 2002.

2001-2002 Response Time to BCS Residential Payment Arrangement Requests Major Water Utilities



* Based on a probability sample of cases for 2002 and 2001.

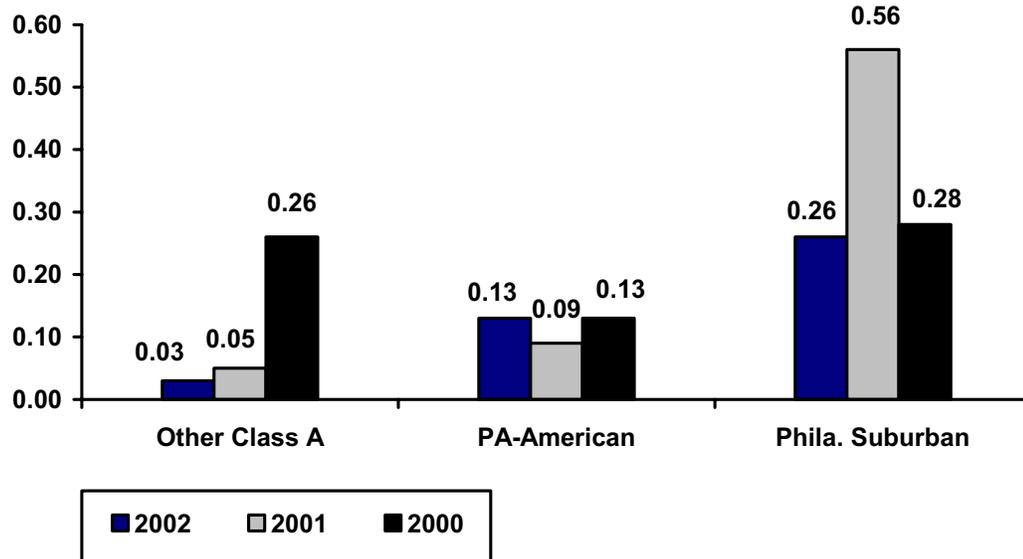
- The average response time for the major water utilities declined from 11.3 days in 2001 to 9.7 days in 2002.
- Appendix G shows the 2001 and 2002 response times to payment arrangement requests for PA-American, Philadelphia Suburban and the Other Class A Water companies. It also shows the response times for the major electric, gas and telephone companies.

Compliance

The Bureau's primary compliance effort is its informal compliance process. This process provides utilities with specific examples of apparent problems that may reflect infractions of Commission regulations. Often, through the informal notification process, the BCS provides utilities with written clarifications or explanations of Chapter 56 provisions and other Commission regulations and policies.

During 2000, 2001 and 2002, the Bureau informally verified 587 infractions of regulations for the Class A water utilities. The chart that follows and the infraction statistics in Appendix H, Table 3 are drawn from the informal complaints that residential consumers filed with the BCS from 2000 through 2002.

Commission Infraction Rates Major Water Utilities



- The infraction rate is the number of informally verified infractions per 1,000 residential customers.
- Overall, the number of informally verified infractions for the Class A water companies decreased from 2001 to 2002.
- Appendix H, Table 3, presents the actual number of infractions for PA-American, Philadelphia Suburban and the other Class A water companies in 2000, 2001 and 2002.

Universal Service Programs that Assist Low-Income Customers

Philadelphia Suburban Water Company and Pennsylvania American Water Company administer programs to assist low-income customers maintain utility service. Both utilities voluntarily initiated these programs in response to an apparent need of their low-income customers not in response to any requests from the BCS or Commission.

Philadelphia Suburban Water Company - In 1994, The Philadelphia Suburban Water Company (PSW) requested and received Commission approval to implement a pilot program that combines several of the elements of energy Universal Service programs with those of conservation programs. PSW calls this program "A Helping Hand." In 1996, PSW made "A Helping Hand" a permanent part of its collection strategy. In 1997, PSW expanded A Helping Hand to all four counties in its service territory, Bucks, Chester, Delaware, and Montgomery Counties. The program offers a water usage audit and includes an arrearage forgiveness component. PSW targets A Helping Hand to low-income customers who are payment troubled and have high water bills. In 2002, customers contributed \$3,568 to assist with the arrearage forgiveness component. Community agencies administer the program.

Each household enrolled in "A Helping Hand" receive a water usage audit that includes conservation education. A participating household also receives water conservation improvements as necessary, PSW will pay up to \$100 for minor plumbing repairs. As an incentive to encourage regular bill payment, PSW forgives a percentage of a participant's arrearage if the participant makes regular monthly payments toward the arrearage.

At the end of 2002, PSW's program had 128 active participants. During the year, PSW spent \$17,879 to complete eligibility interviews and household audits. In addition, the company granted \$2,700 in forgiveness credits to 36 program participants.

Pennsylvania American Water Company - By order dated October 2, 1997, the Commission approved Pennsylvania American Water Company's (PA-American) request to establish a Low-Income Rate. At the end of 2001, there were 4,950 active participants in the Low-Income Rate. PA-American targets the program to customers whose incomes meet the low-income criteria published by the BCS. BCS defines low-income households as those households whose incomes are below 150 percent of the federal poverty income guidelines. Customers agree to make monthly payments in exchange for a 20 percent discount on the service charge. Customers who miss more than two payments in a six-month period lose their eligibility in the program. Customers who are ineligible because of nonpayment remain so for one year.

PA-American also participates with the Dollar Energy Fund. The Dollar Energy Fund is a hardship fund that provides cash assistance to utility customers who “fall through the cracks” of other financial programs or to those who still have a critical need for assistance after other resources have been exhausted. In 2001-2002, PA-American’s shareholders and customers provided a total of \$128,400 in hardship fund benefits to 890 customers for an average benefit of \$144.

6. Telephone Industry

Given the growing competitive telecommunications market, the BCS handled cases against or inquiries about many different types of telecommunications service providers, such as long-distance companies, resellers, competitive local exchange carriers (CLECs) and local telephone companies. As a result of this growth, there were over 500 such providers doing business in Pennsylvania in 2002. Of this group of telecommunications providers, 37 were incumbent local telephone companies. Thirty-two of these incumbent local telephone companies were non-major utilities each serving less than 50,000 residential customers. The remaining five local telephone companies were major companies, each with over 50,000 residential customers. Collectively, these five major telephone companies served over five million residential accounts in 2002. This chapter will focus exclusively on these five incumbent local telephone companies -- ALLTEL Pennsylvania Inc. (ALLTEL); Commonwealth Telephone Company (Commonwealth); United Telephone Company of Pennsylvania (United) d/b/a Sprint; Verizon North Inc. (Verizon North) f/k/a GTE North Incorporated; and Verizon Pennsylvania (Verizon PA) f/k/a Bell Atlantic-Pennsylvania Inc. -- and the largest CLEC; MCImetro Access Transmission Services, LLC (MCI Local), which served more than 50,000 residential customers in Pennsylvania during 2002.

Consumer Complaints

As previously stated, the Bureau handled consumer complaints regarding many different types of telecommunication service providers in addition to complaints from local telephone companies. In 2002, the Bureau handled 7,977 telephone complaints from residential customers. Of these complaints, there were 4,873 from residential customers of the incumbent local telephone companies. Within this group of complaints against local telephone companies were residential consumer complaints against the original five major telephone companies (ALLTEL, Commonwealth, United, Verizon North, and Verizon PA). The majority of the 4,777 complaints against these original major telephone companies were about matters related to service and billing. The remaining complaints were against CLECs (1,925) and other telecommunications providers (1,179) about various problems such as service, billing, long-distance slamming, etc.

For the analyses of the six companies, (ALLTEL, Commonwealth, MCI Local, United, Verizon North and Verizon PA) that appear in this chapter, the Bureau excluded complaints about competition-related issues such as slamming.



Consumer Complaint Categories

Most of the cases found in the consumer complaint categories deal with matters covered under 52 Pa. Code Chapters 63 and 64. The following table shows the percentage of 2002 complaints from residential customers of the major telephone companies in each of the 13 categories used by the BCS policy unit to categorize consumer complaints about telephone companies.

Consumer Complaint Categories: 2002 Major Local Telephone Companies

Categories	ALLTEL	Common-wealth	MCI Local	United	Verizon North (GTE)	Verizon PA	Telephone Majors
Service Delivery	20%	8%	27%	14%	20%	29%	27%
Unsatisfactory Service	35%	25%	9%	12%	48%	26%	24%
Billing Disputes	24%	15%	19%	29%	7%	18%	19%
Toll Services	6%	25%	7%	13%	6%	8%	8%
Discontinuance/Transfer	5%	2%	23%	3%	2%	5%	7%
Service Terminations	2%	12%	10%	14%	4%	2%	3%
Non-Recurring Charges	0%	2%	1%	2%	3%	4%	3%
Sales Nonbasic Services	2%	3%	2%	6%	2%	2%	2%
Credit & Deposits	3%	5%	3%	3%	4%	2%	2%
Rates	1%	2%	0%	0%	2%	2%	2%
Annoyance Calls	0%	2%	0%	1%	2%	1%	1%
Audiotex	1%	0%	0%	0%	0%	0%	<1%
Other	2%	0%	0%	2%	0%	1%	1%
Total-Percent*	101%	101%	101%	99%	100%	100%	99%
Total-Number**	110	60	446	235	189	3,383	4,423

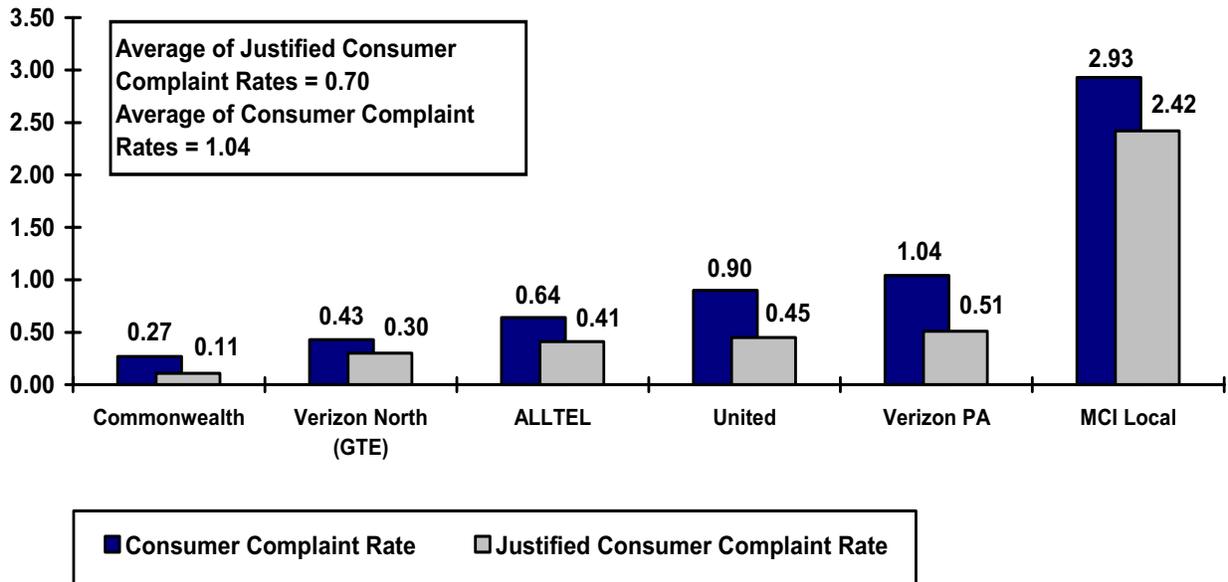
* Columns may total more or less than 100 percent due to rounding.

** Based on complaints evaluated by BCS as of June 20, 2003.

- It is important to note that the percentages shown in the table are for all the cases that customers filed with BCS, including unjustified cases. See Appendix B-2 for an explanation of complaint categories and Appendix C-4 for the number of cases in each category.
- Seventy percent of all complaints for the telephone industry fall into one of three complaint categories: service delivery, unsatisfactory service or billing disputes. Examples of service delivery complaints include delays in service installation or disconnection, company failure to keep scheduled appointments, the unavailability of special service and poor performance by company personnel. Unsatisfactory service complaints allege poor service quality, problems with phone numbers or telephone directories and problems with access to the toll network. Billing disputes include any problems customers have with their bill, such as bills that seem too high or are inaccurate.
- The table shows that 27 percent of all the consumer complaints filed against the telephone industry are about service delivery, while 24 percent are about unsatisfactory service.
- Billing disputes account for 19 percent of the total number of consumer complaints. With the exception of toll services (8 percent) and discontinuance and transfer of service (7 percent), each of the remaining complaint categories account for 3 percent or less of total complaints about the telephone industry.

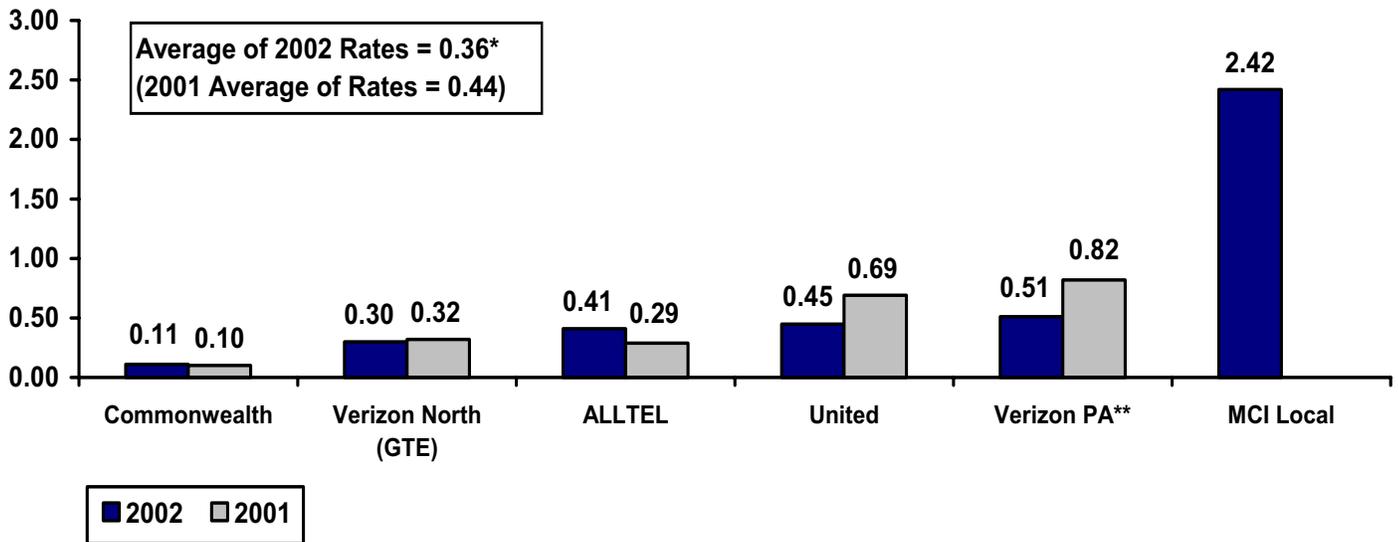
The 2001 and 2002 consumer-complaint figures for justified consumer complaint rates and response times for each of the major telephone companies are presented on the following pages.

2002 Residential Consumer Complaint Rates/ Justified Consumer Complaint Rates Major Local Telephone Companies



- The justified consumer-complaint rate equals the number of justified consumer complaints for each 1,000 residential customers. The consumer complaint rate equals the number of consumer complaints for each 1,000 residential customers.
- In 2002, the Bureau received fewer complaints from customers about the telephone industry than it did in 2001. However, consumer complaint rates decreased for only two of the major companies. The rate increased for one and was stable for the remaining two companies. BCS did not calculate a consumer complaint rate for MCI Local in 2001.
- For 2002, the industry average for consumer complaint rate is 1.04, while the justified consumer complaint rate is 0.70.
- Appendix D, Table 4 shows the number of consumer complaints and justified consumer complaints for each major telephone company in both 2002 and 2001.

2001-2002 Justified Residential Consumer Complaint Rates Major Local Telephone Companies

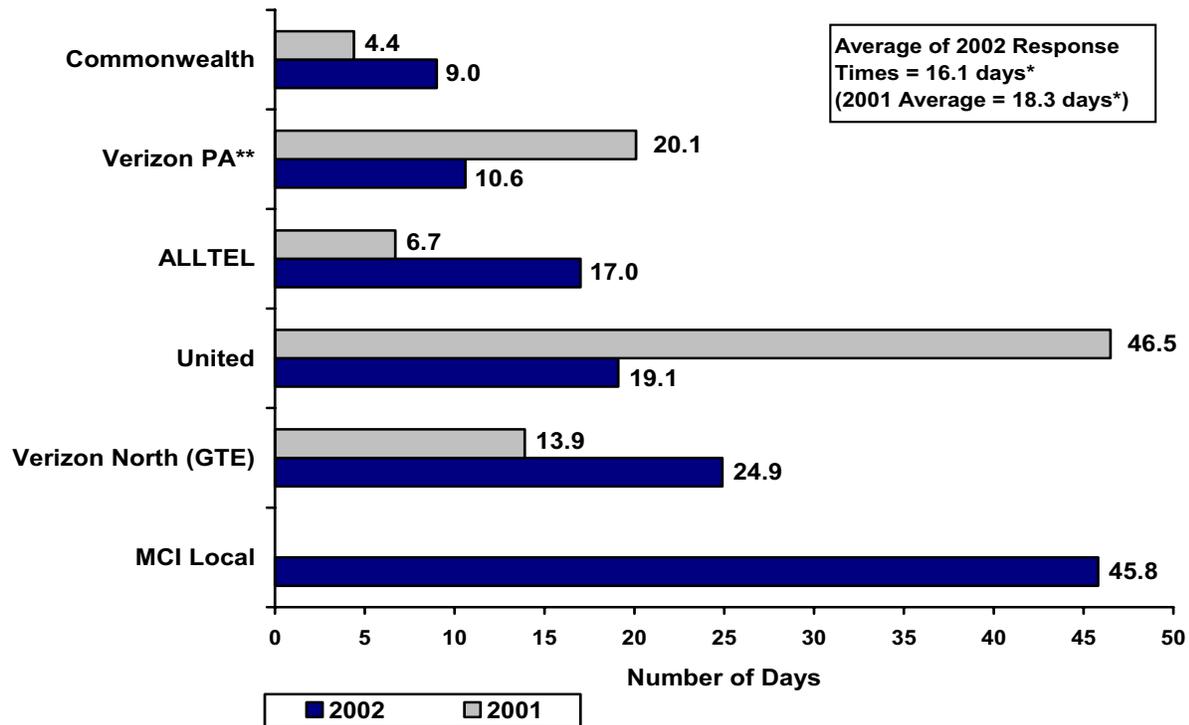


* This average excludes MCI Local to allow for a uniform multi-year comparison.

** Verizon's 2001 justified consumer complaint rate is based on a probability sample of cases.

- The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.
- Considering only the five major companies were tracked in both 2001 and 2002 (MCI Local was not tracked in 2001), the industry's average justified consumer complaint rate declined slightly from 2001 to 2002.
- Appendix D, Table 4, shows the number of justified consumer complaints and the justified consumer complaint rates for each major telephone company in 2001 and 2002.

2001-2002 Response Time to BCS Residential Consumer Complaints Major Local Telephone Companies



* This average excludes MCI Local to allow for a uniform multi-year comparison.

** Based on a probability sample of cases.

- For the five companies included in last year's report, the average of response times decreased by over two days from 2001 to 2002.
- Including MCI Local in the calculation of the 2002 response times would increase the 2002 average response time to 21.1 days.
- Appendix E shows the 2001 and 2002 response times to consumer complaints for each of the major telephone companies, as well as for the major electric, gas and water utilities.

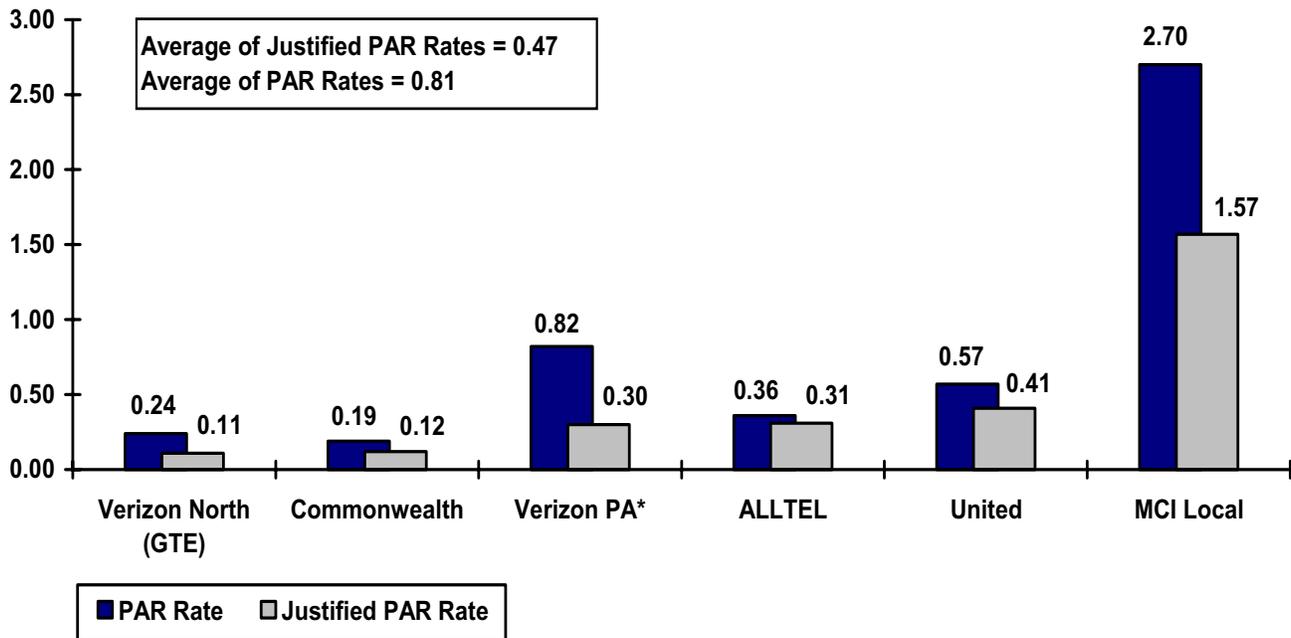
Payment Arrangement Requests

Telephone service falls into three categories: basic, nonbasic and toll service. The Bureau does not handle customer requests for payment arrangements that involve toll or nonbasic services. For the telephone industry, payment arrangement requests (PAR) are principally contacts to the Bureau or to companies involving a request for payment terms for basic service. Most payment arrangement requests are cases relating to the cessation of telephone service and are registered during the suspension phase. Under Chapter 64, a customer contact in response to a suspension notice is a dispute (as the term is defined in §64.2) only if the contact includes a disagreement with respect to the application of a provision of Chapter 64. Where telephone cases involving telephone service suspension are concerned, failure to negotiate a payment arrangement does not in itself mean that a dispute exists. Consequently, in this report, telephone cases that involve payment arrangement requests have been separated from telephone cases that also involve a dispute. During 2002, the Bureau handled 4,879 payment arrangement requests from residential customers of local telephone companies. Of these cases, 4,033 payment arrangement requests were from residential customers of the six major telephone companies: ALLTEL, Commonwealth, MCI Local, United, Verizon North (GTE) and Verizon PA.

As previously mentioned, the Bureau has used sampling over the years to evaluate the large volume of cases it receives from the largest major companies. Given the large volume of payment arrangement requests from Verizon PA customers, the Bureau evaluated a representative sample of the company's payment arrangement requests to determine justified rate and response time. The BCS believes the size of the sample gives a reasonable indication of the company's performance.

The 2001 and 2002 payment arrangement request figures for justified payment arrangement request rates and response times for major telephone companies are presented in the tables that follow.

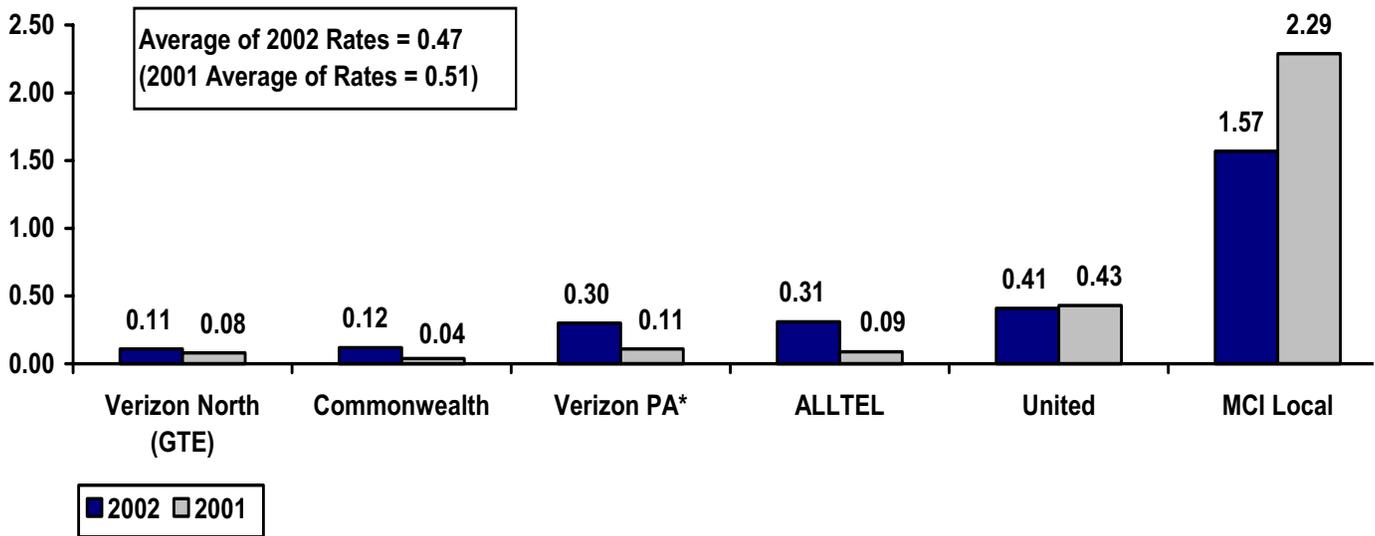
2002 Residential Payment Arrangement Request Rates/ Justified Payment Arrangement Request Rates Major Local Telephone Companies



* Justified PAR rate based on a probability sample of cases.

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers. The payment arrangement request rate equals the number of payment arrangement requests for each 1,000 residential customers.
- For 2002, the industry average for payment arrangement request rate is 0.81 while the justified payment arrangement request rate is 0.47.
- Appendix F, Table 4, presents the number of payment arrangement requests, the payment arrangement request rates, and justified payment arrangement requests for each major telephone company in 2001 and 2002.

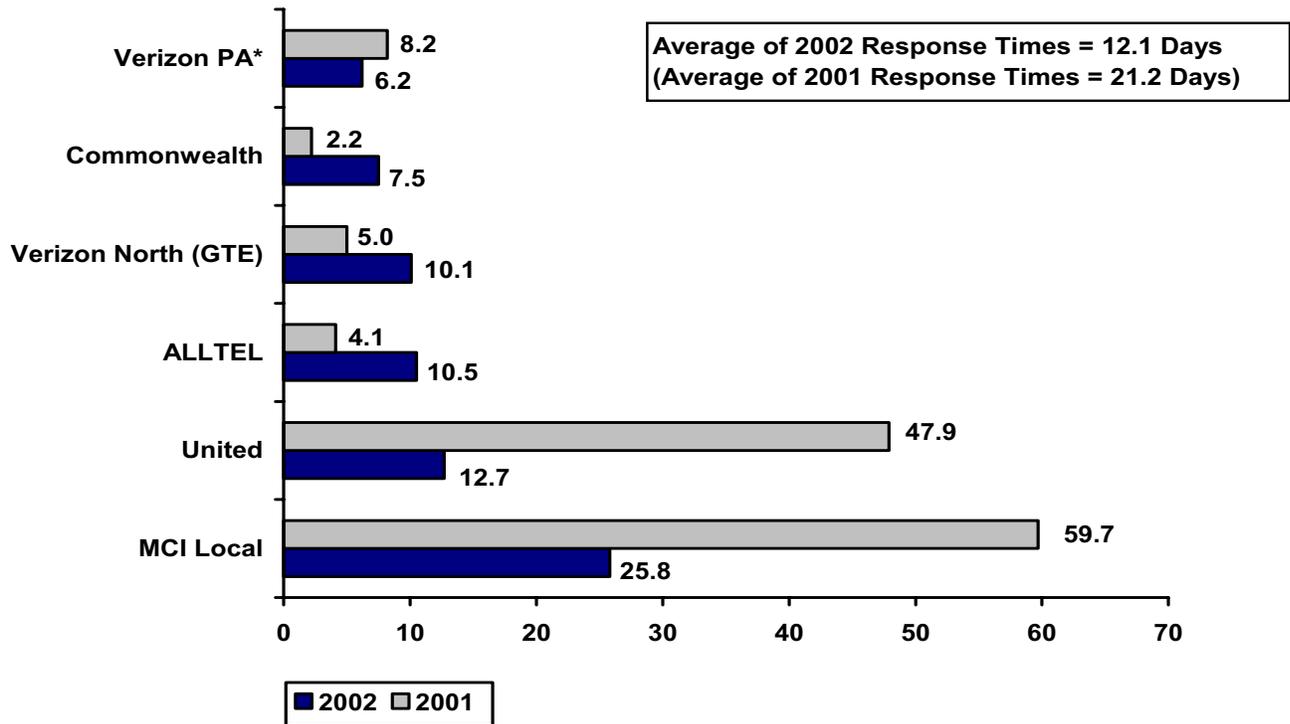
2001-2002 Justified Residential Payment Arrangement Request Rates Major Local Telephone Companies



* Based on a probability sample of cases.

- The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.
- The telephone industry's average justified PAR rate declined slightly from 2001 to 2002.
- Appendix F, Table 4, shows the number of justified payment arrangement requests and the justified payment arrangement request rate for each major telephone company in 2001 and 2002.

2001-2002 Response Time to BCS Residential Payment Arrangement Requests Major Local Telephone Companies



* Based on a probability sample of cases

- The telephone industry's average response time to PARs decreased by over nine days from 2001 to 2002.
- Appendix G shows the 2001 and 2002 response times to payment arrangement requests for each of the major telephone companies, as well as for the major electric, gas and water utilities.

Termination of Service

Chapter 64 defines suspension as a temporary cessation of service without the consent of the customer. Termination of service, according to Chapter 64, is the permanent cessation of service after a suspension without the consent of the customer. Most payment arrangement requests are cases relating to the cessation of telephone service and are registered during the suspension phase. Many customers who have their basic service suspended are able to make payment arrangements and avoid termination. Those who are not able to avoid termination cease to be customers once the termination of basic service takes place. For the telephone industry, termination rate is based on the number of basic service terminations per 1,000 residential customers. Shifts in terminations can signal potential problems with customers maintaining basic telephone service and reflect the impact of Universal Service programs.

Residential Service Terminations/Termination Rates Major Local Telephone Companies

Company Name	Residential Service Terminations				Termination Rates		
	2000	2001	2002	% Change in # 2001-2002	2000	2001	2002
ALLTEL	3,888	4,068	3,912	-4%	21.69	23.18	21.93
Commonwealth	3,552	4,416	5,352	21%	14.96	17.91	21.49
MCI Local	n/a	14,136	18,696	32%	n/a	93.19	95.49
United	13,596	6,852	8,148	19%	47.44	23.89	28.46
Verizon North (GTE)	18,600	18,600	21,996	18%	37.81	37.57	43.99
Verizon PA	174,888	151,236	146,664	-3%	44.36	38.14	38.63
Major Telephone	214,524	199,308	204,768	3%			
Average of Rates					33.25	38.98	41.67

n/a = Not Available

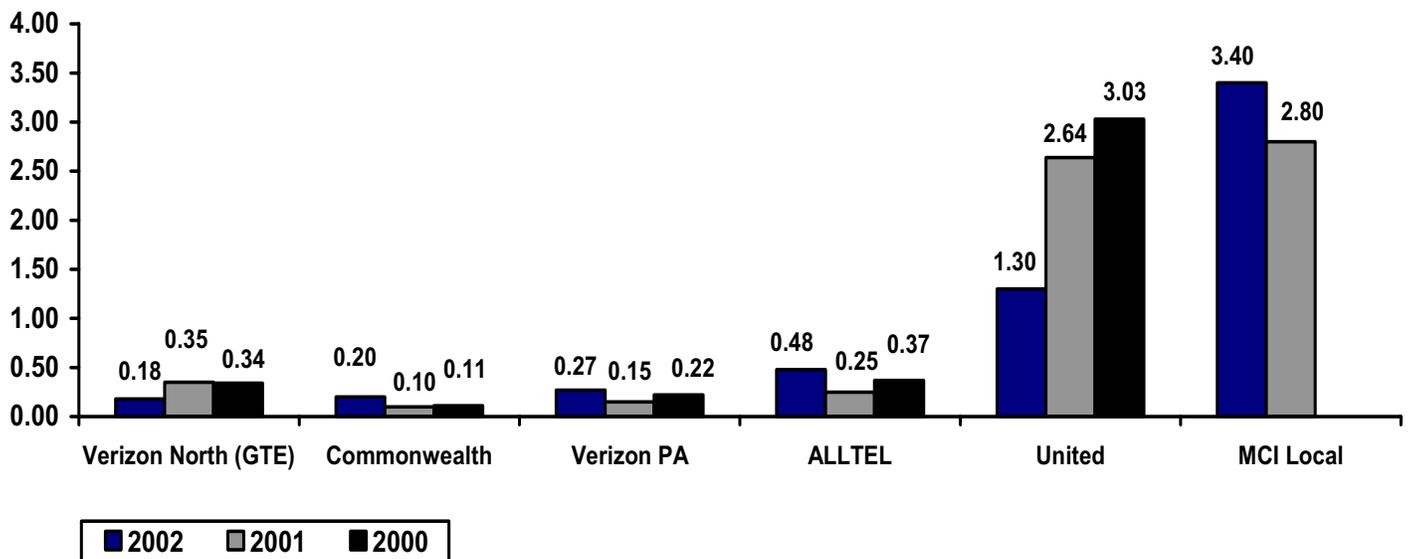
- MCI Local's termination statistics are not available for 2000.
- Overall, the basic service termination rate for major telephone companies increased from 2001 to 2002.

Compliance

The Bureau's primary compliance effort is the informal compliance process. Through informal compliance notifications, this process provides companies with specific examples of apparent problems that may reflect infractions of the Commission's *Standards and Billing Practices for Residential Telephone Service* (Chapter 64) and the telephone regulations for quality of service (Chapter 63). The informal notification process also enables the BCS to provide companies with written clarifications and explanations of Chapter 64 and Chapter 63 provisions, and Bureau policies. The informal compliance process is specifically designed to identify systematic errors. Companies can then investigate the scope of the problem and take corrective action. Appropriate corrective action usually involves modifying a computer program; revising the text of a notice, a billing or a letter; changing a company procedure, or providing additional staff training to ensure the proper implementation of a sound procedure.

The infraction statistics are drawn from all informal complaints that residential consumers filed with the BCS from 2000 through 2002. The data for the Chapter 63 and Chapter 64 infraction information was retrieved from the BCS Compliance Tracking System as of July 2003. The chart that follows and the infraction statistics in Appendix H, Table 4, present Chapter 64 infraction statistics for the six major telephone companies.

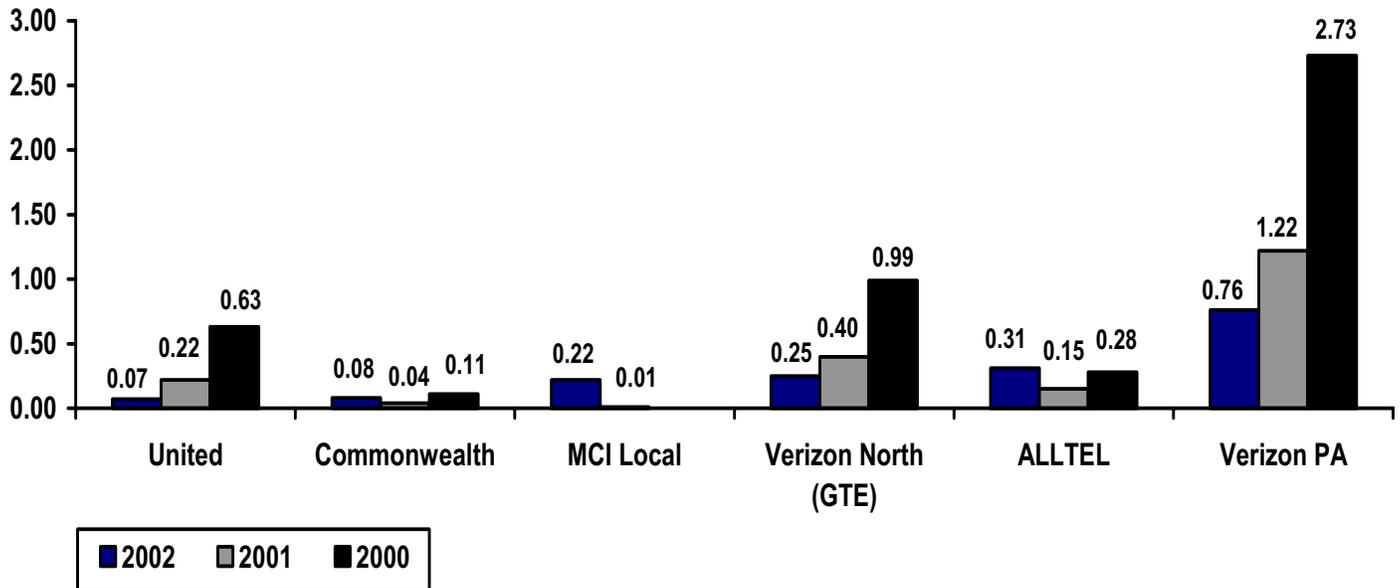
Commission Chapter 64 Infraction Rate Major Local Telephone Companies



- The infraction rate is the number of informally verified infractions per 1,000 residential customers.
- MCI Local's Chapter 64 infraction statistics are not available for 2000.

- The number of informally verified infractions of 52 Pa. Code Chapter 64 *Standards and Billing Practices for Residential Telephone Service* reported by BCS for the six major local exchange carriers increased by 13 percent from 2001 to 2002. This increase is attributed to the rise in infractions by four of the major companies.

Commission Chapter 63 Infraction Rate Major Local Telephone Companies



- The infraction rate is the number of informally verified infractions per 1,000 residential customers.
- MCI Local's Chapter 63 infraction statistics are not available for 2000.
- The telephone regulations for quality of service, reported by BCS for the six major local exchange carriers decreased by 39 percent from 2001 to 2002. Three of the major companies had fewer verified infractions in 2002 than they had in 2001.

Telephone Universal Service Programs

As part of its ongoing responsibilities, the Bureau also monitors the Universal Service programs of local telephone companies. For the telephone industry, Universal Service programs include Link-Up America (Link-Up), Lifeline Service (Lifeline) and the Universal Telephone Assistance Program (UTAP). In 1989, the Commission approved the implementation of Pennsylvania's first Universal Service program for telephone companies, Link-Up America. At the end of 1996, the Commission directed all telecommunications providers of local service to file Lifeline Service plans. By May 1997, the Federal Communications Commission's (FCC) Universal Service Order stated that all eligible telecommunications carriers should be required to provide Lifeline Service to qualified low-income customers regardless of whether states provide matching funds. On July 31, 1997, the Commission mandated that all telephone companies offering residential service file Lifeline service plans. By December 1997, the Commission approved Lifeline Service plans for 44 telephone companies. January 1998 marked the statewide implementation of telephone companies' Lifeline programs. The discussion below describes the Universal Service programs for the telephone industry in 2002.

Lifeline and Lifeline 150 Service

The Lifeline program was implemented to help low-income customers maintain basic telephone service by providing a monthly credit for basic service. The 1999 Lifeline program targeted those customers who had incomes at or below 100 percent of the federal poverty guidelines, who received Supplemental Security Income or who participated in certain Pennsylvania Department of Welfare programs. Lifeline service provided eligible customers a credit toward their basic monthly phone charges with the option of choosing one-party residence unlimited service or local measured service (if it was available). Lifeline Service did not permit customers to subscribe to call waiting or other optional services. However, Lifeline customers were permitted to subscribe to Call Trace Service (at the appropriate charge) under special circumstances.

On September 30, 1999, the Commission approved a "Global Telecommunication Order" (Global Order) that among other things created the Lifeline 150 program. All companies except Verizon PA f/k/a Bell Atlantic PA were directed to discontinue the Lifeline program and implement the Lifeline 150 program. Customers with incomes up to 150 percent of the federal poverty level guidelines **and** who participate in certain assistance programs¹ are eligible for this program. Under the Lifeline 150 program, customers are allowed to subscribe to one optional service such as voice mail or call waiting at cost.

¹ These programs are as follows: General Assistance (GA), Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), Food Stamps, Low-Income Home Energy Assistance Program (LIHEAP), Medicaid, Federal Public Housing Assistance and State Blind Pension.

In addition, the Global Order permitted the continuation of Bell Atlantic PA's 1999 Lifeline program along with the creation of the company's Lifeline 150 program. Therefore, Verizon PA's original 1999 Lifeline Service is still available to eligible customers. However, these customers also have the option of selecting Verizon PA's Lifeline 150 program, which would provide them with a credit and allow them to have one optional service. As a result of the Commission's order addressing the merger of Bell Atlantic PA and GTE North, Verizon North f/k/a GTE North is also required to offer Lifeline Service under the same terms and conditions as Verizon PA.

As of July 2002, the monthly credit² was \$7.75 for the Lifeline 150 program and \$11.50 for the Verizon companies' Lifeline program.

Lifeline/Lifeline 150 Service Activity 2001-2002

Company	Total Number of Customers Who Received Lifeline Service		Total Number of Customers Enrolled as of December	
	2001	2002	2001	2002
ALLTEL	3,927	4,586	3,388	3,902
Commonwealth	1,283	1,516	997	1,195
MCI Local	n/a	669	276	434
United	1,618	1,569	1,334	1,563
Verizon North (GTE)*	4,870	7,809	3,794	6,890
Verizon PA*	117,011	157,840	68,630	95,969
Total	129,154	173,989	78,419	109,953

*The 2001-2002 figures for both Verizon PA and Verizon North include statistics for both the Lifeline and Lifeline 150 programs.

Link-Up

Link-Up helps make telephone service more affordable for low-income customers who apply for new telephone service or who transfer telephone service. Link-Up provides qualified customers with a 50 percent discount, up to \$30, on line connection charges for one residential telephone line. The program targets those customers who have incomes at or below 150 percent of the federal poverty guidelines, who receive Supplemental Security Income or who participate in certain Pennsylvania Department of Welfare assistance programs. The following table presents the number of Link-Up connections reported by major local companies.

² The monthly credit is subject to change due to the Federal Subscriber Line Cost rate changes.

Link-Up Connections 2001-2002

Company	Number of Connections 2001	Number of Connections 2002
ALLTEL	2,745	932
Commonwealth	407	502
MCI Local	13	14
United	3	34
Verizon North (GTE)	559	750
Verizon PA	54,130	59,583
Total	57,857	61,815

Universal Telephone Assistance Program (UTAP)

Verizon PA implemented a Universal Telephone Assistance Program (UTAP) along with its Lifeline Service program as part of a settlement agreement that was approved by the Commission in 1995. Verizon PA is the only company that offers a financial assistance program that helps existing Lifeline customers and qualified Lifeline applicants (with a pre-existing basic service arrearage) to restore their basic telephone service. The Salvation Army manages UTAP and distributes funds to qualified customers and Lifeline applicants. The average UTAP assistance grant given to customers in 2002 was \$117. Overall, UTAP distributed \$7,085,472 in financial assistance to 11,848 of Verizon PA's Lifeline customers in 2002.

For more information about the telephone Universal Service programs, contact Lenora Best in the Bureau of Consumer Services at (717) 783-9090 or by email at lebest@state.pa.us.

7. Other Consumer Activities of the Commission

Office of Communications

The Office of Communications is a 10-member team focused on informing Pennsylvanians about PUC activities and utility issues. PUC Communications accomplishes this goal through its three primary functions: media relations, public outreach, and employee communications. The office works to promote the Commission and its mission to the public, while enhancing media and consumer understanding of critical energy, telecommunications, water and transportation services.

Media relations personnel distribute PUC information and decisions to the media, the public, utility customers, and state, local and federal officials and agencies.

Public outreach personnel develop educational materials for the public, and speak to consumers about the benefits of Utility Choice. They also oversee utility programs to ensure compliance with the Commission's guidelines.

Employee communications personnel provide information and communications services to PUC staff coordinate quarterly reports on the telecommunications and energy industries; prepare the monthly employee newsletter; and maintain and update the Commission Web site, www.puc.paonline.com.

Staff serve on the Council for Utility Choice (CUC); the Small Water Company Task Force; and the Demand Side Response, Interconnection Standards and Telecommunications Quality of Service working groups. Staff facilitates activities of the Consumer Advisory Council.

Outreach Summary

The Commission public outreach team plays a vital role in educating consumers about utility issues. The outreach specialists understand the issues and problems consumers face on a daily basis from their travel across the state conducting workshops, roundtable discussions, and public events. They are trained to educate consumers about important utility issues.

The Commission public outreach team implements the goals of the Council for Utility Choice.

In Eastern Pennsylvania, the Lead Consumer Information Specialist participated in 31 workshops, seven fairs and expos, two conferences, two statewide roundtable discussions, 22 planning committee meetings, and one train-the-trainer session. Eastern Pennsylvania counties include Philadelphia, Bucks, Chester, Delaware, Lackawanna, Lehigh, Monroe, Montgomery, Northampton, Pike and Wayne. Consumer Education information and literature also is available in the Philadelphia Communications Office on a daily basis. Staff also visited many public schools, libraries, community centers, neighborhood energy centers,

senior centers, and churches throughout Eastern Pennsylvania, to discuss the Pennsylvania Public Utility Commission, the Utility Choice Program, energy saving tips and green energy alternatives.

The Philadelphia Public Outreach Specialist is a leader, member or participant in many councils and committees, including the Council for Utility Choice, Pennsylvania Energy, Utilities and Aging Consortium, the Philadelphia “Be UtilityWise” Committee and the Women’s Leadership Council. Through this effort, more than 17,000 consumers have been reached, and more than 10,385 pieces of consumer-education literature has been disseminated to Pennsylvania consumers.

In Central and Western Pennsylvania, Commission staff organized and promoted utility-education events and participated in nine utility roundtable discussions, 22 workshops and fairs, 11 workshops, four conferences and seminars, and 62 consumer-education planning meetings. Central Pennsylvania includes Adams, Bedford, Berks, Bradford, Cambria, Cumberland, Dauphin, Lancaster, Lebanon, Lycoming, Perry, Schuylkill, Sullivan, Susquehanna, Tioga and York counties. Events in Western Pennsylvania reached Allegheny, Armstrong, Beaver, Butler, Clarion, Crawford, Fayette, Greene, Indiana, Jefferson, Lawrence, Mercer, Venango, Washington and Westmoreland counties. Staff directly reached more than 16,000 individuals in the Central and Western regions of the state.

The Public Outreach Specialist for Central and Western Pennsylvania chairs the Tri-Region and Pittsburgh “Be UtilityWise” committees. These committees were created and coordinated by the Public Outreach Specialist, staff and representatives from local utility companies and community-based organizations with the mission to provide utility education and networking opportunities to social service and health agencies that promote access, awareness and outreach to consumers in need. The Central and Western region specialist also is a member of the Pennsylvania Energy Aging & Utility Consortium.

In addition, the outreach team directly reached out to public housing communities, apartment complexes, daycare centers, senior centers and community centers to provide Utility Choice brochures.

In 2002, the Utility Choice program focused on educating Pennsylvanians and stimulating general market awareness in the areas where utility competition is greatest. The combined program efforts, including the Web site, brochures, materials and grassroots activities reached more than 4.8 million consumers.

In June 2002, then Governor Schweiker joined then-Chairman Thomas, Commissioners Wilson and Pizzigrilli, and the Council for Utility Choice to launch the Pittsburgh consumer-education campaign. Every television station in the region covered the launch, and prominent, positive articles and follow-up were achieved. In November, the launch at the Strawberry Square shopping plaza in Harrisburg premiered a new, first-of-a-kind, online consumer-educational tool, PA Telechoice. Also in November, a local Philadelphia utility consumer

shared his positive Utility Choice experience at the launch event at the Prince Music Theater. A training session was held to educate the grassroots organizations about how to teach their clients and staff about the benefits of Utility Choice.

An innovative advertising campaign, built on the “Where Do You Think You Are, Pennsylvania?” Electric Choice ads, combined with public outreach, “set the standard” for consumer-education, according to USA Today. The ads have earned awards for the best television campaign in this region from organizations across the state. The television and grassroots campaign is complemented with opt-in emails, radio ads and 30-second educational vignettes featuring the station’s consumer reporter on NBC affiliates in the region. This is another national “first” for Pennsylvania’s educational efforts. These ads have earned multi-state awards for the best television campaign in this region.

By December, just seven months after its launch, the Utility Choice Web site reached 5 million hits. The Web site focuses on three utility industries – electric, natural gas and local telephone – and features information on how to shop for each service, including detailed questions to ask potential providers and suppliers, an online calculator to determine possible savings, a list of consumer protections, lists of providers by county, and glossaries of commonly used terms.

The grassroots team reached out to approximately 15,000 limited-income audience members and more than 60 community based organization caseworkers and distributed more than 20,000 Utility Choice brochures through events, workshops and mailings. The team directly educated at least 1,500 members of the Latino and Hispanic community. They also distributed 5,000 brochures and reached nearly 15,000 African-Americans through grassroots events, including outreach to barbershops and hair salons.

The Commission and the Council for Utility Choice have been recognized for their efforts to encourage consumers by Philadelphia Mayor John Street.

Staff of the Office of Communications



Staff of the Office of Communications (front row, left to right): Eric Levis, Press Secretary; Shari Williams, Information Specialist; Tom Charles, Manager of Communications; and Karen Chevarria, Special Projects Coordinator. Back row, left to right: Verna Edmonds, Information Specialist; Cyndi Page, Web site Coordinator; Lynn Williams, Information Specialist; Jill Helsel, Information Specialist; and Christina Chase-Pettis, Information Specialist.

The PUC Consumer Advisory Council

The purpose of the Consumer Advisory Council (CAC) is to represent the public in advising the Commissioners on matters relating to the protection of consumer interests under the jurisdiction of the Commission, or which, in the opinion of the Council, should be brought under the jurisdiction of the Commission. The Council acts as a source of information and advice for the Commissioners. Interactions between the Council and the Commissioners occur through periodic meetings with the Commissioners and in writing, via minutes of meetings and formal motions. Council meetings are generally held on the fourth Tuesday of the month in PUC Executive Chambers in Harrisburg, starting at 10 a.m., and are open to the public. See Appendix I for a complete list of the CAC members.

Agenda Items

The Council considers matters that arise from consumer inquiry or request, Commissioner inquiry or request, or the proceedings, deliberations or motions of the Council itself. The Council solicits matters for review from these sources and establishes an agenda for action. In considering matters within its jurisdiction, the Council, or members of the Council acting under direction of the Council, may conduct investigations and solicit and receive comments from interested parties and the general public. Commission staff is made available to brief the Council on relevant matters and provide necessary support for the Council to complete its agenda. The monthly meeting agenda is available prior to each meeting from the PUC Office of Communications (717) 787-5722.

Qualifications and Appointment of Council Members

The following elected officials may each appoint one representative to the Commission Consumer Advisory Council: the Governor, the Lieutenant Governor, the Republican and Democratic Chairpersons of the Senate Consumer Protection and Professional Licensure Committee, and the Republican and Democratic chairpersons of the House Consumer Affairs Committee. The Commission appoints additional “At-Large” representatives, as appropriate, to ensure that the group reflects a reasonable geographic representation of the Commonwealth, including low-income individuals, members of minority groups and various classes of consumers. A person may not serve as a member of the Council if the individual occupies an official relation to a public utility or holds or is a candidate for a paid appointive or elective office of the Commonwealth. Members of the Council serve a two-year term, and may be re-appointed thereafter without limit. Officers of the Council serve for two-year terms. A Chairperson may not act for more than two consecutive terms.

Harry Geller served as Chairman and J.D. Dunbar served as Vice Chairman for the two-year term beginning in July 2001.

2001-2002 Consumer Advisory Council



Photo (front row, left to right): Cynthia J. Datig; Harry S. Geller, Chair; and J.D. Dunbar, Vice Chair; (back row, left to right): Marcia M. Finisdore; Carl Kahl; Julio J. Tio; and K. Tucker Landon, Esq. (absent from photo): Delia Rivera Diaz; Joseph Dudick Jr.; Michael Fioentino; William Jones; Andrew McElwaine; Katherine A. Newell, Esq; Dr. Daniel M. Paul; and Jan Rea.

2002 Consumer Advisory Council Activities

In 2002, the Consumer Advisory Council of the Pennsylvania Public Utility Commission continued to focus on the variety of issues arising from the restructuring of the electric, gas and telecommunications industries. Matters the Council addressed included the following:

- The Council was briefed on the transfer of customers from the defaulted electric supplier New Power back to PECO in April;
- With passage of House Resolution 361 requiring the Commission, in conjunction with the Pennsylvania Emergency Management Agency, to analyze utility security, the Council received a briefing from the Governor's Energy Task Force Chairman and the PUC Chairman;
- The Council was briefed on various challenges facing small water companies, as well as the drought in Pennsylvania;
- A letter was sent to the Commission asking the Commissioners to support the state's effort to keep the current level of funding for the Low Income Home Energy Assistance Program (LIHEAP);
- The Council reviewed a report on natural gas prices and the effect that had on spring terminations of residential customers. The Council expressed concern about service terminations and requested that the Commission continue to monitor and report to the Council information concerning this issue;
- The CAC received periodic CUC reports concerning CUC-supported educational activities. The CAC expressed interest in the efforts of the CUC to conduct demographic surveys for the purpose of developing programs targeted to low-income consumers with information concerning the Link-Up and Lifeline programs; and
- The Council began the process of drafting recommendations to the Commission concerning summer heat-wave remediation and termination of service policies.

Pennsylvania Relay Service Advisory Board

The Commission established the Pennsylvania Relay Service Advisory Board (Board) on May 24, 1990, with its order to establish a statewide Telecommunications Relay Service (TRS)³. The purpose of the Board is to review the success of TRS and identify improvements that should be implemented. The Board functions primarily as a TRS consumer group by providing feedback and guidance to the TRS provider regarding communication assistant training, problem solving and service enhancements.

The Board meets four times a year to advise the TRS provider on service issues and to discuss policy issues related to TRS. At each meeting, the TRS provider gives the Board a status report of its activities which include call volumes, new service offerings, complaint handling and outreach plans.

Pennsylvania Relay Service Advisory Board Members



Board Members -- Seated (left to right): Eric Jeschke; Diana Bender (Chairman) and Donald R. Lurwick (Vice Chairman). Standing (left to right) Gary Bootay; Lois Steele and Robert Kennedy. Absent from photo: Steve Samara; Denise Brown; Doug Hardy; Mitchell Levy; Lenora Best and Ruth Ann Shornstein.

³ TRS is a telecommunications service that allows people that are deaf, hard of hearing or persons with speech and language disorders to communicate with others by phone. TRS centers are staffed with communications assistants who relay conversation verbatim between people who use text telephone (TTY) or telebraille and people who use standard phones. Pennsylvania's TRS centers are in Scranton and New Castle and are operated by AT&T of Pennsylvania.

The 12 members of the Board are appointed by the Commission and serve two-year terms. The Commission requires that the Board consist of one representative from the Pennsylvania Telephone Association, the Office for the Deaf and Hard of Hearing (ODHH), and the TRS provider (AT&T of Pennsylvania); two representatives from the Commission and seven representatives from the communities representing people who are deaf or hard of hearing, or who have speech disabilities. During 2002, board members included representatives from the following organizations: Pennsylvania Society for Advancement of the Deaf, Self Help for the Hard of Hearing, Central Pennsylvania Association for the Deaf & Blind, and Pennsylvania State Grange. See Appendix J for the Board membership listing.

As a user group, the Board meeting agenda items are primarily related to quality of service issues for improving relay service. However, since the establishment of the Board, it has advised the Commission on many critical policy issues that affect TRS users. The following highlights some of the issues addressed by the Board in 2002.

2002 Highlights

As with previous years, much of the Board's discussions in 2002 focused on outreach, the full implementation of 711, and on ways to improve the TRS⁴.

- An ongoing concern for the Board is public awareness of TRS. The Board's discussion in 2002 centered on ways to increase public awareness of TRS and its benefits. With this in mind, the Board requested that the Commission improve public awareness by ensuring that TRS outreach and consumer education efforts target all Pennsylvanians. On July 8, 2002, the Commission issued a Secretarial Letter that ordered AT&T to conduct a two year consumer education outreach campaign directed to the hearing community. In addition, the Commission established a Public Education Advisory Committee to evaluate proposals for the consumer education outreach campaign. The Committee included the Commission's Manager of Communications, an AT&T representative and three members of the 2002 Board.
- The Council for Utility Choice (CUC) agreed to include TRS-related messages in its Utility Choice consumer education campaign to address the needs of Pennsylvanians with disabilities under the Commission's Global Order, which established the CUC.

⁴ The total volume of calls through the Pennsylvania TRS decreased 2 percent from 2001 to 2002. AT&T reported that it handled 1,950,487 relay calls in 2002. TRS callers used the relay services to make 1,772,491 intrastate calls, 177,399 interstate calls and 597 international calls.

- With the growth of wireless service, the Board is concerned about a potential decrease in TRS funding. The discussions on this topic focused on whether the state can collect a TRS surcharge from wireless customers.
- Other TRS service related issues were discussed in 2002. These issues included the cost of translating American Sign Language (ASL) to English, the availability of video relay, internet relay service, and caption telephone service.
- TRS users and customers cannot take advantage of many discounted calling plans and may incur higher charges from AT&T because certain long-distance carriers refuse to participate in the Carrier of Choice for relay services. The Board discussed whether the state or the Federal Communications Commission (FCC) could require these carriers to participate in this program.
- Board members are still concerned about the number of organizations, such as hospitals and department stores that have not reprogrammed their PBXs⁵ to handle 711 calls. If the PBX has not been programmed to allow for 711 access, then TRS users cannot make or receive calls from these organizations or businesses. Since there are companies that have not reprogrammed the PBXs to handle 711 calls, TRS users may continue to access the relay services by dialing 1-800-855-2880 (TTY/Computer) or 1-800-855-2881 (voice).
- The Telecommunications Device Distribution Program (TDDP) provides qualified people who are deaf, hard of hearing, deaf-blind or have speech disorders with devices to help them use telecommunications services. As of December 2002, TDDP spent \$531,952 to distribute 1,112 pieces of communications equipment. For more information on the TDDP, visit the Pennsylvania Statewide Independent Living Council (SILC) at www.silcpa.org or contact SILC at Voice 717-236-2400 or toll-free 1-800-670-7303; TTY 717-236-5733 or toll free 1-800-440-0347, or email dlaube@silcpa.org.

For more information about the Pennsylvania Relay Service Advisory Board, contact Verdina Showell, PUC Liaison and Legal Advisor, at (717) 787-4717. To learn more about TRS, contact Mitchell Levy at AT&T by using the TRS at 1-800-654-5988, then (908) 221-2818-TTY. AT&T's Web site at www.att.com/relay and the Commission's Web site at <http://puc.paonline.com> also offer information about TRS.

⁵ A PBX system is a centralized phone network housed within a building or dwelling complex designed to handle all incoming and outgoing phone calls.

Glossary of Terms

Competitive Local Exchange Carrier (CLEC) - A competitive Local Exchange Carrier (LEC) that provides basic local telephone and/or toll services as a reseller, a facilities-based carrier, or a combination reseller/facilities-based provider.

Consumer Complaint Rate - The number of consumer complaints per 1,000 residential customers.

Consumer Complaints - Cases to the Bureau of Consumer Services involving billing, service, rates and other issues not related to requests for payment terms.

Cramming – The submission or inclusion of unauthorized, misleading or deceptive charges for products or services on an end-user customer’s local telephone bill.

Customer Assistance Program (CAPs) - Alternative collection programs set up between a utility company and a customer that allow low-income, payment troubled customers to pay utility bills that are based on household size and gross household income. CAP participants agree to make regular monthly payments, which are usually less than the current bill, in exchange for continued utility service.

Electric Distribution Company (EDC) - Owner of the power lines and equipment necessary to deliver purchased electricity to the customer.

Electric Generation Supplier (EGS) - A person or corporation, generator, broker, marketer, aggregator or other entity that sells electricity, using the transmission or distribution facilities of an electric distribution company (EDC).

Hardship Funds - Utility-sponsored funds that provide cash assistance to low-income utility customers to help them pay their utility bills.

Incumbent Local Exchange Carriers (ILEC) - Currently there are 37 facilities-based local telephone companies that provide basic local telephone service and/or toll services.

Infraction - A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

Infraction Rate - The number of informally verified infractions per 1,000 residential customers (includes infractions drawn from both consumer complaints and payment arrangement requests).

Inquiries - Consumer contacts to the Bureau of Consumer Services that, for the most part, require no follow-up investigation beyond the initial contact.

Justified Consumer Complaint Rate - The number of justified consumer complaints per 1,000 residential customers.

Justified Payment Arrangement Request Rate - The number of justified payment arrangement requests per 1,000 residential customers.

Local Exchange Carrier (LEC) - A public utility which provides basic telephone service either exclusively or in addition to toll service.

Natural Gas Distribution Company (NGDC) - A natural gas utility regulated by the PUC that owns the gas lines and equipment necessary to deliver natural gas to the consumer.

Natural Gas Supplier (NGS) - An entity other than an NGDC that sells or arranges to sell natural gas to customers using the distribution lines of an NGDC.

Payment Arrangement Request Rate - The number of payment arrangement requests per 1,000 residential customers.

Payment Arrangement Requests (PARs) - Consumer requests for payment arrangements principally include contacts to the Commission's Bureau of Consumer Services involving a request for payment terms in one of the following situations: suspension/termination of service is pending; service has been suspended/terminated and the customer needs payment terms to have service restored; or the customer wants to retire an arrearage.

Problem Categories - A breakdown of residential consumer complaints by specific problem categories such as billing, credit and deposits, service quality, rates, etc.

Response Time in Days - Response time is the time span in days from the date of the Bureau's first contact with the company regarding a consumer complaint and/or request for payment arrangements to the date on which the company provides the Bureau with all of the information needed to resolve the case and determine whether or not the customer was justified in seeking a payment arrangement through the BCS. Response time quantifies the speed of a utility's response in resolving BCS cases. In this report, response time is presented as a mean number of days for each company.

Slamming – The unauthorized switching of a customer's service provider. In telecommunications, slamming refers to changing a customer's local exchange carrier or primary long-distance service provider without the customer's consent. In electric and gas, slamming refers to changing the customer's supply provider without customer authorization.

Termination Rate - The number of residential customers whose service was terminated for nonpayment per 1,000 residential customers.

Appendices

Appendix A
2002 Residential Consumer Complaints
Non-Major Companies

Company	Number of Complaints
Electric	
Other Non-Major Electric Companies	2
TOTAL NON-MAJOR ELECTRIC	2
Gas	
GASCO Distribution Systems Inc. (NGDC)	33
PPL Utilities (NGDC)	32
T.W. Phillips (NGDC)	46
Other Non-Major Gas Companies	11
TOTAL NON-MAJOR GAS	122
Telephone*	
Conestoga Telephone	19
Frontier Communications of Pennsylvania	10
North Pittsburgh Telephone Company	14
Other Non-Major Telephone Companies	53
TOTAL NON-MAJOR TELEPHONE	96

* Incumbent Local Exchange Carriers (ILECs).

Appendix B-1

Classification of Consumer Complaints Electric, Gas & Water

Billing Disputes - Complaints about bills from the utility: high bills, inaccurate bills or balances, installation charges, customer charges, service charges, repair charges, late payment charges, frequency of bills and the misapplication of payment on bills.

Competition - Complaints about issues that are directly related to competition: enrollment/eligibility; application and licensing; supplier selection; changing/switching suppliers, which includes slamming; advertising and sales; billing; contracts; and credit and deposits. This category also includes any complaints about more general competition issues, such as consumer education, pilot programs and restructuring.

Credit & Deposits - Complaints about a company's requirements to provide service: The applicant must pay another person's bill, applicant must complete an application, applicant must provide identification, or applicant must pay a security deposit. This category also includes complaints about the amount of or the amortization of a deposit, the payment of interest on a deposit or the failure of a company to return a deposit to the customer.

Damages - Complaints about a company's lack of payment or lack of restored property related to damages to equipment, appliances or property due to service outages, company construction or repair, and improperly delivered or transferred service.

Discontinuance/Transfer - Complaints related to the responsibility for or the amount of bills after discontinuance or transfer of service: The customer requested discontinuance of service and the company failed to finalize the account as requested, or the company transferred a balance to a new or existing account from the account of another person or location.

Metering - Billing complaints directly related to the reading of or the failure to read the customer's meter and the accuracy of the meter readings (company reading, customer supplied reading, and misreading).

Other Payment Issues - Complaints about the amount of budget bills or the transfer of a customer's debt to a collection agency.

Personnel Problems - Complaints about performance by company personnel: a company representative did not finish job correctly, a meter reader entered a customer's home to read the meter without knocking, company personnel will not perform a requested service, business office personnel treated the customer rudely, and overall mismanagement of a utility. This category also includes any complaints about sales such as appliance sales by the utility.

Rates - General or specific complaints about a utility's rates: general or specific rates are too high, the company's rates are being used to recover advertising costs, or the customer is being billed on the incorrect rate.

Scheduling Delays - Complaints about problems with a company's scheduling: delays in scheduling or repairing service or relocating poles, failures to keep scheduled meetings or appointments, and lack of accessibility to customers.

Service Extensions - Complaints about line extensions or installation of service: the responsibility for line extensions, the cost and payment for line extensions, inspection requirements, delay in installation, connection or disconnection of service, and denial of service extensions.

Service Interruptions - Complaints about service interruptions: the frequency of service interruptions, the duration of interruptions or the lack of prior notice regarding interruptions.

Service Quality - Complaints about a utility's product: The quality of the product is poor (water quality, voltage, pressure, etc.); the company's equipment is unsatisfactory or unsafe; the company fails to act on a complaint about safety, the company plans to abandon service; the company does not offer needed service; the company wants to change location of equipment; or the company providing service is not certified by the PUC (defactos).

Other - All other complaints that do not fit into the above categories, including, but not limited to, complaints about termination procedures when there is no need for payment arrangements and complaints about delivered service from the utility.

Appendix B-2

Classification of Consumer Complaints Telephone

Annoyance Calls - Complaints about the company's failure to resolve problems related to receiving unsolicited sales calls or harassing calls. This includes the company's failure to change the phone number, initiate an investigation and problems with auto dialers and fax machines.

Audiotex - Complaints about the company's failure to resolve billing problems related to special phone entertainment or information services.

Billing Disputes - Complaints about bills from the utility: high bills, inaccurate bills or balances, installation charges, customer charges, service charges, repair charges, late payment charges, frequency of bills and the misapplication of payment on bills.

Credit & Deposits - Complaints about a company's requirements to provide service: applicant payment of another person's bill, completion of an application, provision of identification, or payment of a security deposit. This category also includes complaints about the amount of or the amortization of a deposit, the payment of interest on a deposit or the failure of a company to return a deposit to the customer.

Discontinuance/Transfer - Complaints related to responsibility for or the amount of bills after discontinuance or transfer of service; company failure to finalize the account as requested or the company transferred a balance to a new or existing account from the account of another person or location.

Non-Recurring Charges - Complaints about one-time charges for installation of basic and/or nonbasic services.

Rates - General or specific complaints about a utility's rates: general or specific rates are too high, or the customer is being billed on the incorrect rate.

Sales Nonbasic Services - Complaints related to the sale of non-basic services including the availability of certain services.

Service Delivery - Complaints about delays in service installations or disconnections of service and failures to keep scheduled appointments; lack of facilities to provide service; unauthorized transfer of service; unavailability of special services; and the rudeness of business office personnel.

Service Termination - Complaints about suspension or termination procedures when there is no need for a payment arrangement.

Toll Services - Complaints about charges for local toll and/or long-distance toll services.

Unsatisfactory Service - Complaints about poor service quality, problems with the assignment of phone numbers, incorrect information in phone directories, lack of directories, equal access to toll network, and service interruptions and outages.

Other - All other complaints that do not fit into the above categories, including, but not limited to, complaints about Extended Area of Service and the expansion of local calling areas, excessive rates from operator services that provide phone service to hospitals, hotels and excessive pay phone rates.

Appendix C - Table 1

Consumer Complaint Categories: 2002* Major Electric Distribution Companies

Categories**	Allegheny Power	Duquesne	GPU	PECO***	Penn Power	PPL Utilities	UGI-Elec.	Electric Majors
Service Interruptions	37	22	135	41	6	55	0	296
Billing Disputes	29	35	65	57	9	94	3	292
Metering	30	12	50	39	1	78	5	215
Service Quality	12	17	41	83	2	17	3	175
Discontinuance/Transfer	23	35	25	15	1	56	0	155
Damages	12	10	25	44	5	8	1	105
Service Extensions	19	5	44	12	3	16	3	102
Credit and Deposits	9	26	16	7	0	37	1	96
Personnel Problems	13	12	21	27	3	14	2	92
Scheduling Delays	9	10	18	25	1	10	0	73
Other Payment Issues	2	14	11	11	1	18	2	59
Rates	2	2	5	4	0	3	0	16
All Other Problems	34	47	34	64	13	19	4	215
TOTAL*	231	247	490	429	45	425	24	1,891

* Categories are for residential complaints evaluated by BCS as of June 20, 2003. The case outcome may have been justified, inconclusive or unjustified.

** An explanation of the various complaint categories appears in Appendix B-1.

*** PECO statistics include electric and gas

Appendix C - Table 2

Consumer Complaint Categories: 2002* Major Natural Gas Distribution Companies

Categories**	Columbia	DominionPeoples	Equitable	NFG	PG Energy	UGI-Gas	Gas Majors
Metering	114	60	38	19	8	41	280
Credit and Deposits	24	3	92	5	2	38	164
Discontinuance/Transfer	35	17	45	13	8	35	153
Billing Disputes	26	21	37	11	13	26	134
Other Payment Issues	14	31	17	4	1	12	79
Personnel Problems	23	15	21	6	4	7	76
Service Quality	18	17	8	2	1	7	53
Scheduling Delays	27	7	2	3	2	6	47
Service Extensions	19	7	2	6	2	9	45
Damages	15	11	8	1	0	5	40
Service Interruptions	7	4	0	3	0	1	15
Rates	4	3	0	0	0	1	8
All Other Problems	35	39	75	27	8	35	219
TOTAL*	361	235	345	100	49	223	1,313

* Categories are for residential complaints evaluated by BCS as of June 20, 2003. The case outcome may have been justified, inconclusive or unjustified

** An explanation of the various complaint categories appears in Appendix B-1

Appendix C - Table 3

Consumer Complaint Categories: 2002* Major Water Utilities

Categories**	PA-American	Philadelphia Suburban	Other "Class A" Water	All "Class A" Water
Billing Disputes	82	51	8	141
Metering	32	70	13	115
Service Quality	43	9	10	62
Discontinuance/Transfer	27	14	3	44
Personnel Problems	15	13	4	32
Damages	18	1	3	22
Service Extensions	8	9	0	17
Scheduling Delays	7	7	0	14
Other Payment Issues	10	1	3	14
Service Interruptions	5	1	3	9
Rates	4	2	1	7
Credit and Deposits	2	1	2	5
All Other Problems	34	33	7	74
TOTAL*	287	212	57	556

* Categories are for residential complaints evaluated by BCS as of June 20, 2003. The case outcome may have been justified, inconclusive or unjustified.

** An explanation of the various complaint categories appears in Appendix B-1

Appendix C -Table 4
Consumer Complaint Categories: 2002*
Major Local Telephone Companies

Categories**	ALLTEL	Commonwealth	MCI Local	United	Verizon North (GTE)	Verizon PA	Telephone Majors
Service Delivery	22	5	119	33	37	979	1,195
Unsatisfactory Service	39	15	40	28	91	864	1,077
Billing Disputes	26	9	85	69	14	622	825
Toll Services	7	15	30	31	12	256	351
Discontinuance/Transfer	5	1	104	8	4	178	300
Service Terminations	2	7	43	33	7	62	154
Non-Recurring Charges	0	1	3	4	5	121	134
Sales Nonbasic Services	2	2	9	14	4	74	105
Credit & Deposits	3	3	12	8	8	65	99
Rates	1	1	0	1	3	73	79
Annoyance Calls	0	1	0	2	4	34	41
Audiotex	1	0	0	0	0	12	13
Other	2	0	1	4	0	43	50
TOTAL*	110	60	446	235	189	3,383	4,423

* Categories are for all complaints evaluated by BCS as of June 20, 2003. The case outcome may have been justified, inconclusive or unjustified.

** An explanation of the various complaint categories appears in Appendix B-2.

Appendix D - Table 1

2001-2002 Residential Consumer Complaint Statistics Major Electric Distribution Companies

Company Name	2002 Residential Customers	Residential Consumer Complaints to BCS			Consumer Complaint Rates ¹		Justified Consumer Complaints			
		2001	2002	% Change in #	2001	2002	Numbers ² /Rates ³ 2001		Numbers ² /Rates ³ 2002	
Allegheny Power	594,576	293	361	23%	0.50	0.61	76	0.13	91	0.15
Duquesne	525,888	324	384	19%	0.62	0.73	67	0.13	56	0.11
GPU	948,492	602	742	23%	0.64	0.78	229	0.24	176	0.19
PECO	1,385,738	1,832	1,825	<1%	1.33	1.32	683	0.49	506	0.37
Penn Power	135,666	41	64	56%	0.31	0.47	8	0.06	9	0.07
PPL Utilities	1,138,112	1,063	1,264	19%	0.94	1.11	261	0.23	167	0.15
UGI-Electric	54,142	43	32	-26%	0.80	0.59	12	0.22	7	0.13
Major Electric	4,782,614	4,198	4,672	11%			1,336		1,012	
Average of Rates					0.72⁴	0.84⁴		0.21⁴		0.17⁴

¹ Consumer Complaint Rate = Consumer Complaints per 1,000 Residential Customers. The case outcome may have been justified, inconclusive or unjustified.

² Estimated based on the number of cases on CSIS as of June 20, 2003.

³ Justified Consumer Complaint Rate = Justified Consumer Complaints per 1,000 Residential Customers.

⁴ Does not include UGI-Electric.

Appendix D - Table 2

2001-2002 Residential Consumer Complaint Statistics Major Natural Gas Distribution Companies

Company Name	2002 Residential Customers	Residential Consumer Complaints to BCS			Consumer Complaint Rates ¹		Justified Consumer Complaints			
		2001	2002	% Change in #	2001	2002	Numbers ² /Rates ³ 2001		Numbers ² /Rates ³ 2002	
Columbia	348,725	728	545	-25%	2.11	1.56	236	0.68	110	0.32
Dominion Peoples	322,041	784	519	-34%	2.44	1.61	322	1.00	168	0.52
Equitable	239,155	445	531	19%	1.90	2.22	113	0.48	123	0.51
NFG	195,229	198	160	-19%	1.01	0.82	50	0.26	16	0.08
PG Energy	138,836	113	81	-28%	0.82	0.58	19	0.14	7	0.05
UGI-Gas	255,731	402	327	-19%	1.61	1.28	119	0.48	41	0.16
Major Gas	1,499,717	2,670	2,163	-19%			859		465	
Average of Rates					1.65	1.35		0.51		0.27

¹ Consumer Complaint Rate = Consumer Complaints per 1,000 Residential Customers. The case outcome may have been justified, inconclusive or unjustified.

² Estimated based on the number of cases on CSIS as of June 20, 2003.

³ Justified Consumer Complaint Rate = Justified Consumer Complaints per 1,000 Residential Customers.

Appendix D - Table 3

2001-2002 Residential Consumer Complaint Statistics Major Water Utilities

Company Name	2002 Residential Customers	Residential Consumer Complaints to BCS			Consumer Complaint Rates ¹		Justified Consumer Complaints			
		2001	2002	% Change in #	2001	2002	Numbers ² /Rates ³ 2001		Numbers ² /Rates ³ 2002	
PA-American	556,149	328	524	60%	0.60	0.94	72	0.13	102	0.18
Phila. Suburban	315,077	389	355	-9%	1.28	1.13	170	0.56	149	0.47
Other Class A	148,168	35	90	157%	0.24	0.61	3	0.02	22	0.15
Major Water	1,019,394	752	969	29%			245		273	
Average of Rates					0.71	0.89		0.24		0.27

¹ Consumer Complaint Rate = Consumer Complaints per 1,000 Residential Customers. The case outcome may have been justified, inconclusive or unjustified.

² Estimated based on the number of cases on CSIS as of June 20, 2003.

³ Justified Consumer Complaint Rate = Justified Consumer Complaints per 1,000 Residential Customers.

Appendix D-Table 4

2001-2002 Residential Consumer Complaint Statistics Major Local Telephone Companies

Company Name	2002 Residential Customers	Residential Consumer Complaints to BCS			Consumer Complaint Rates ¹		Justified Consumer Complaints			
		2001	2002	% Change in #	2001	2002	Numbers ² /Rates ³ 2001		Numbers ² /Rates ³ 2002	
ALLTEL	178,418	80	115	44%	0.46	0.64	51	0.29	74	0.41
Commonwealth	249,075	69	67	-3%	0.28	0.27	24	0.10	27	0.11
MCI Local**	195,784	n/a	574	n/a	n/a	2.93	n/a	n/a	474	2.42
United	286,268	295	257	-13%	1.03	0.90	197	0.69	130	0.45
Verizon North (GTE)	499,993	214	215	<1%	0.43	0.43	156	0.32	148	0.30
Verizon PA	3,796,218	4,807	3,942	-18%	1.21	1.04	3,270*	0.82*	1,924	0.51
Major Telephone	5,205,756	5,465	5,170	-5%			3,698		2,777	
Average of Rates					0.68	1.04		0.44		0.70

¹ Consumer Complaint Rate = Consumer Complaints per 1,000 Residential Customers. The case outcome may have been justified, inconclusive or unjustified.

² Estimated based on the number of cases on CSIS as of June 20, 2003.

³ Justified Consumer Complaint Rate = Justified Consumer Complaints per 1,000 Residential Customers.

* Based on a probability sample of cases.

** 2001 Consumer Complaint data is not available for MCI Local.

n/a = Not Available.

Appendix E

2001-2002 Response Time: BCS Consumer Complaints

Company	Average Time in Days		Change in Days 2001 to 2002
	2001	2002	
Allegheny Power	15.7	16.3	0.6
Duquesne	26.7	22.3	-4.4
GPU	13.3	11.6	-1.7
PECO	24.8*	22.4*	-2.4
Penn Power	9.8	15.7	5.9
PPL Utilities	22.4*	25.5*	3.1
UGI-Electric	26.2	24.5	-1.7
Major Electric¹	18.8²	19.0²	0.2²
Columbia	17.4	9.9	-7.5
Dominion Peoples	21.6*	26.4*	4.8
Equitable	27.1	28.6	1.5
NFG	28.0	14.8	-13.2
PG Energy	11.4	19.4	8.0
UGI-Gas	25.3	13.5	-11.8
Major Gas¹	21.8	18.8	-3.0
PA-American	3.9	3.0	-0.9
Phila. Suburban	5.6	7.5	1.9
Other Class A	15.4	21.2	5.8
Major Water¹	8.3	10.6	2.3
ALLTEL	6.7	17.0	10.3
Commonwealth	4.4	9.0	4.6
MCI Local	n/a	45.8	n/a
United	46.5	19.1	-27.4
Verizon North (GTE)	13.9	24.9	11.0
Verizon PA	20.1*	10.6	-9.5
Major Telephone¹	18.3³	21.1	2.8

* Based on a probability sample of cases

¹ Average of response times

² Does not include UGI-Electric

³ Does not include MCI Local

n/a = Not Available

Appendix F - Table 1

2001-2002 Residential Payment Arrangement Request Statistics Major Electric Distribution Companies

Company Name	2002 Residential Customers	Residential Payment Arrangement Requests (PARs) to BCS			Payment Arrangement Request Rates ¹		Justified Payment Arrangement Requests*			
		2001	2002	% Change in #	2001	2002	Numbers ² /Rates ³ 2001		Numbers ² /Rates ³ 2002	
Allegheny Power	594,576	4,234	4,497	6%	7.16	7.56	1,284	2.17	1,130	1.90
Duquesne	525,888	7,369	7,762	5%	14.01	14.76	1,228	2.33	1,784	3.39
GPU	948,492	8,877	5,333	-40%	9.43	5.62	1,221	1.30	533	0.56
PECO	1,385,738	7,253	8,546	18%	5.25	6.17	2,446	1.77	1,712	1.24
Penn Power	135,666	902	1,189	32%	6.76	8.76	170	1.27	171	1.26
PPL Utilities	1,138,112	12,139	13,705	13%	10.77	12.04	2,911	2.58	1,267	1.11
UGI-Electric	54,142	466	646	39%	8.62	11.93	227	4.20	357	6.59
Major Electric	4,782,614	41,240	41,678	1%			9,487		6,954	
Average of Rates					8.90⁴	9.15⁴		1.90⁴		1.58⁴

¹ Payment Arrangement Request Rate = Payment Arrangement Requests per 1,000 Residential Customers. Case outcome may have been justified, inconclusive or unjustified.

² Estimated based on a probability sample of cases and/or the number of cases on CSIS as of June 20, 2003.

³ Justified Payment Arrangement Request Rate = Justified Payment Arrangement Requests per 1,000 Residential Customers.

⁴ Does not include UGI-Electric.

* Each company's figures are based on a probability sample of cases except for UGI – Electric.

Appendix F - Table 2

2001-2002 Residential Payment Arrangement Request Statistics Major Natural Gas Distribution Companies

Company Name	2002 Residential Customers	Residential Payment Arrangement Requests (PARs) to BCS			Payment Arrangement Request Rates ¹		Justified Payment Arrangement Requests*			
		2001	2002	% Change in #	2001	2002	Numbers ² /Rates ³ 2001		Numbers ² /Rates ³ 2002	
Columbia	348,725	4,630	3,022	-35%	13.42	8.67	1,238	3.59	670	1.92
Dominion Peoples	322,041	4,771	7,569	59%	14.84	23.50	1,053	3.28	1,936	6.01
Equitable	239,155	8,361	6,612	-21%	35.71	27.65	3,214	13.73	2,690	11.25
NFG	195,229	3,108	2,140	-31%	15.92	10.96	1,225	6.28	703	3.60
PG Energy	138,836	1,421	1,149	-19%	10.26	8.28	89	0.64	102	0.73
UGI-Gas	255,731	5,463	3,848	-30%	21.92	15.05	2,563	10.29	2,404	9.40
Major Gas	1,499,717	27,754	24,340	-12%			9,382		8,505	
Average of Rates					18.68	15.69		6.30		5.49

¹ Payment Arrangement Request Rate = Payment Arrangement Requests per 1,000 Residential Customers. Case outcome may have been justified, inconclusive or unjustified.

² Estimated based on a probability sample of cases and/or the number of cases on CSIS as of June 20, 2003.

³ Justified Payment Arrangement Request Rate = Justified Payment Arrangement Requests per 1,000 Residential Customers.

* Based on a probability sample of cases.

Appendix F - Table 3

2001-2002 Residential Payment Arrangement Request Statistics Major Water Utilities

Company Name	2002 Residential Customers	Residential Payment Arrangement Requests (PARs) to BCS			Payment Arrangement Request Rates ¹		Justified Payment Arrangement Requests			
		2001	2002	% Change in #	2001	2002	Numbers ² / Rates ³ 2001		Numbers ² / Rates ³ 2002	
PA-American	556,149	1,524	2,029	33%	2.79	3.65	201*	0.37*	346	0.62*
Phila. Suburban	315,077	625	555	-11%	2.05	1.76	351	1.15	171	0.54
Other "Class A" Water	148,168	353	374	6%	2.44	2.52	87	0.60	73	0.49
Major Water	1,019,394	2,502	2,958	18%			639		590	
Average of Rates					2.43	2.64		0.71		0.55

¹ Payment Arrangement Request Rate = Payment Arrangement Requests per 1,000 Residential Customers. Case outcome may have been justified, inconclusive or unjustified.

² Estimated based on a probability sample of cases and/or the number of cases on CSIS as of June 20, 2003.

³ Justified Payment Arrangement Request Rate = Justified Payment Arrangement Requests per 1,000 Residential Customers.

* Based on a probability sample of cases.

Appendix F - Table 4

2001-2002 Residential Payment Arrangement Request Statistics Major Local Telephone Companies

Company Name	2002 Residential Customers	Residential Payment Arrangement Requests (PARs) to BCS			Payment Arrangement Request Rates ¹		Justified Payment Arrangement Requests			
		2001	2002	% Change in #	2001	2002	Numbers ² /Rates ³ 2001		Numbers ² /Rates ³ 2002	
ALLTEL	178,418	57	65	14%	0.32	0.36	16	0.09	55	0.31
Commonwealth	249,075	39	48	23%	0.16	0.19	10	0.04	30	0.12
MCI Local	195,784	368	528	43%	2.43	2.70	348	2.29	307	1.57
United	286,268	201	163	-19%	0.70	0.57	122	0.43	118	0.41
Verizon North (GTE)	499,993	109	121	11%	0.22	0.24	39	0.08	56	0.11
Verizon PA	3,796,218	2,621	3,108	19%	0.66	0.82	453*	0.11*	1,148*	0.30*
Major Telephone	5,205,756	3,395	4,033	19%			988		1,714	
Average of Rates					0.75	0.81		0.51		0.47

¹ Payment Arrangement Request Rate = Payment Arrangement Requests per 1,000 Residential Customers. Case outcome may have been justified, inconclusive or unjustified.

² Estimated based on the number of cases on CSIS as of June 20, 2003.

³ Justified Payment Arrangement Request Rate = Justified Payment Arrangement Requests per 1,000 Residential Customers.

* Based on a probability sample of cases.

Appendix G

2001-2002 Response Time: BCS Payment Arrangement Requests

Company	Average Time in Days		Change in Days 2001 to 2002
	2001	2002	
Allegheny Power	4.1*	5.4*	1.3
Duquesne	13.7*	13.7*	0.0
GPU	3.5*	2.7*	-0.8
PECO	15.2*	7.6*	-7.6
Penn Power	2.1*	3.1*	1.0
PPL Utilities	11.9*	12.4*	0.5
UGI-Electric	2.2	3.1	0.9
Major Electric¹	8.4²	7.5²	-0.9²
Columbia	6.5*	8.3*	1.8
Dominion Peoples	13.8*	15.9*	2.1
Equitable	23.1*	27.1*	4.0
NFG	9.5*	11.3*	1.8
PG Energy	3.6	6.8*	3.2
UGI-Gas	14.5*	11.4*	-3.1
Major Gas¹	11.8	13.5	1.7
PA-American	8.2	5.5*	-2.7
Philadelphia Suburban	4.4	6.8	2.4
Other Class A	21.3	16.8	-4.5
Major Water¹	11.3	9.7	-1.6
ALLTEL	4.1	10.5	6.4
Commonwealth	2.2	7.5	5.3
MCI Local	59.7	25.8	-33.9
United	47.9	12.7	-35.2
Verizon North (GTE)	5.0	10.1	5.1
Verizon PA	8.2*	6.2*	-2.0
Major Telephone¹	21.2	12.1	-9.1

¹ Average of response times.

² Does not include UGI-Electric.

* Based on a probability sample of cases.

Appendix H - Table 1

2000-2002 Infraction Statistics Major Electric Distribution Companies

Company	2002 Residential Customers	Infractions				Infraction Rates ¹		
		2000	2001	2002	% Change 2001-2002	2000	2001	2002
Allegheny Power	594,576	55	73	30	-59%	0.09	0.12	0.05
Duquesne	525,888	14	41	15	-63%	0.03	0.08	0.03
GPU	948,492	612	286	88	-69%	0.65	0.30	0.09
PECO	1,385,738	1,071	599	348	-42%	0.78	0.43	0.25
Penn Power	135,666	2	6	1	-83%	0.02	0.04	0.01
PPL Utilities	1,138,112	732	195	76	-61%	0.65	0.17	0.07
UGI-Electric	54,142	10	11	3	-73%	0.18	0.20	0.06
Major Electric	4,782,614	2,496	1,211	561	-54%			

¹ Infraction Rate = Number of Infractions per 1,000 Residential Customers.

Appendix H - Table 2

**2000-2002 Infraction Statistics
Major Natural Gas Distribution Companies**

Company	2002 Residential Customers	Infractions				Infraction Rates ¹		
		2000	2001	2002	% Change 2001-2002	2000	2001	2002
Columbia	348,725	39	97	44	-55%	0.11	0.28	0.13
Dominion Peoples	322,041	243	415	136	-67%	0.75	1.29	0.42
Equitable	239,155	22	100	76	-24%	0.10	0.43	0.32
NFG	195,229	42	35	6	-83%	0.21	0.18	0.03
PG Energy	138,836	12	13	3	-77%	0.09	0.09	0.02
UGI-Gas	255,731	85	103	20	-81%	0.35	0.41	0.08
Major Gas	1,499,717	443	763	285	-63%			

¹ Infraction Rate = Number of Infractions per 1,000 Residential Customers.

Appendix H - Table 3

2000-2002 Infraction Statistics Major Water Utilities

Company	2002 Residential Customers	Infractions				Infraction Rates ¹		
		2000	2001	2002	% Change 2001-2002	2000	2001	2002
PA-American	556,149	65	47	73	55%	0.13	0.09	0.13
Phila. Suburban	315,077	91	171	81	-53%	0.28	0.56	0.26
Other "Class A"	148,168	48	7	4	-43%	0.26	0.05	0.03
Major Water	1,019,394	204	225	158	-30%			

¹ Infraction Rate = Number of Infractions per 1,000 Residential Customers.

Appendix H - Table 4

2000-2002 Chapter 64 Infraction Statistics Major Local Telephone Companies

Company Name	2002 Residential Customers	Infractions				Infraction Rates ¹		
		2000	2001	2002	% Change 2001-2002	2000	2001	2002
ALLTEL	178,418	66	44	86	95%	0.37	0.25	0.48
Commonwealth	249,075	27	24	49	104%	0.11	0.10	0.20
MCI Local	195,784	n/a	425	666	57%	n/a	2.80	3.40
United	286,268	868	757	371	-51%	3.03	2.64	1.30
Verizon North (GTE)	499,993	167	173	92	-47%	0.34	0.35	0.18
Verizon PA	3,796,218	855	582	1,011	74%	0.22	0.15	0.27
Major Telephone	5,205,756	1,983	2,005	2,275	13%	0.81	1.05	0.97

¹ Infraction Rate = Number of Infractions per 1,000 Residential Customers.
n/a = Not Available.

Appendix H - Table 5

2000-2002 Chapter 63 Infraction Statistics Major Local Telephone Companies

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Company Name	2002 Residential Customers	Infractions				Infraction Rates ¹		
		2000	2001	2002	% Change 2001-2002	2000	2001	2002
ALLTEL	178,418	51	26	56	115%	0.28	0.15	0.31
Commonwealth	249,075	26	9	19	111%	0.11	0.04	0.08
MCI Local	195,784	n/a	2	44	2,100%	n/a	0.01	0.22
United	286,268	181	63	20	-68%	0.63	0.22	0.07
Verizon North (GTE)	499,993	488	196	127	-35%	0.99	0.40	0.25
Verizon PA	3,796,218	10,752	4,849	2,896	-40%	2.73	1.22	0.76
Major Telephone	5,205,756	11,498	5,145	3,162	-39%	0.95	0.34	0.28

¹ Infraction Rate = Number of Infractions per 1,000 Residential Customers.
n/a = Not Available.

Appendix I

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Appendix J

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Consumer Access to the Public Utility Commission

The Pennsylvania Public Utility Commission provides access to consumers through three toll-free telephone numbers:

Termination Hotline:	1-800-692-7380
Complaint Hotline:	1-800-782-1110
Utility Choice Hotline:	1-888-782-3228
General Information Line:	717-783-1740 (not toll free)

Consumers can also reach the Commission by mail at the following address:

**Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg PA 17105-3265**

Information about the PA PUC is available on the Internet:

www.puc.paonline.com

Information about Utility Choice is available on the Internet:

www.utilitychoice.org

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P.O. Box 3265
Harrisburg, PA 17105-3265
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