

Quarterly Update to UCARE Report

January – June 2008

Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water, and telephone industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, payment arrangement requests (PARs), and inquiries. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, and telephone industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff, and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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BCS Activity

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

January through June 2008

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	2,534	386	17,761	111	16,124
Gas	2,212	233	7,670	65	8,877
Water	622	62	1,917	6	2,379
Telephone	4,009	262	750	3	3,740
Other	2	1	6	0	2,047
Total	9,379	944	28,104	185	33,167

*Please note, commercial customer contacts are excluded from the analyses that appear later in this report, as BCS' regulatory authority has largely been confined to residential accounts.

Major Electric Distribution Companies

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

January through June 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Allegheny	225	251	12%	1,165	1,375	18%	1,771	1,248	-30%
Duquesne	193	270	40%	1,644	2,548	55%	1,469	1,893	29%
Met-Ed	139	197	42%	1,103	1,402	27%	883	987	12%
PECO	1,393	1,241	-11%	3,524	5,393	53%	6,614	6,750	2%
Penelec	133	149	12%	1,234	1,293	5%	896	923	3%
Penn Power	81	53	-35%	475	649	37%	808	520	-36%
PPL	226	298	32%	3,395	4,743	40%	2,321	2,587	12%
Total	2,390	2,459	3%	12,540	17,403	39%	14,762	14,908	1%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	251	9%	1,375	5%
Duquesne	270	0%	2,548	10%
Met-Ed	197	22%	1,402	20%
PECO	1,241	12%	5,393	28%
Penelec	149	13%	1,293	5%
Penn Power	53	0%	649	23%
PPL	298	16%	4,743	26%
Total	2,459		17,403	
Average		12%		16%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 08/01/08.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Allegheny	14.0	19.1	12.0	16.5
Duquesne	21.0	22.4	16.9	13.1
Met-Ed	17.5	13.5	2.3	1.7
PECO	20.9	19.0	13.5	12.6
Penelec	14.0	12.1	2.3	2.0
Penn Power	16.3	11.8	2.4	1.8
PPL	22.7	20.7	3.4	8.3
Major Electric	18.1	16.9	7.5	8.0

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/01/08.

Major Natural Gas Distribution Companies

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

January through June 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Columbia	213	194	-9%	470	698	49%	871	865	-1%
Dominion Peoples	426	390	-9%	853	882	3%	1,322	943	-29%
Equitable	435	352	-19%	1,237	1,187	-4%	1,446	1,194	-17%
National Fuel	124	127	2%	740	847	15%	685	666	-3%
Philadelphia Gas Works	980	864	-12%	1,678	2,023	21%	3,496	2,977	-15%
UGI Corp	244	181	-26%	1,084	1,083	0%	1,205	853	-29%
UGI Penn Natural	50	51	2%	561	658	17%	286	313	9%
Total	2,472	2,159	-13%	6,623	7,378	11%	9,311	7,811	-16%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	194	3%	698	20%
Dominion Peoples	390	14%	882	15%
Equitable	352	17%	1,187	21%
National Fuel	127	8%	847	26%
Philadelphia Gas Works	864	28%	2,023	29%
UGI Corp	181	8%	1,083	10%
UGI Penn Natural	51	14%	658	36%
Total	2,159		7,378	
Average		15%		22%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 08/01/08.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Columbia	8.3	9.4	6.3	7.2
Dominion Peoples	19.9	23.3	13.8	13.9
Equitable	4.9	5.1	2.2	2.3
National Fuel	15.5	12.0	6.1	8.3
Philadelphia Gas Works	4.0	8.7	4.5	5.9
UGI Corp	19.2	16.5	14.2	8.1
UGI Penn Natural	24.7	43.7	12.9	21.1
Major Gas	13.8	17.0	8.6	9.5

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/01/08.

Major Water Utilities

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

January through June 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Aqua PA	162	179	11%	558	613	10%	599	623	4%
PA American	355	318	-10%	1,360	1,206	-11%	2,098	1,019	-51%
Other Class A	32	15	-53%	74	72	-3%	216	101	-53%
Total	549	512	-7%	1,992	1,891	-5%	2,913	1,743	-40%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	179	50%	613	13%
PA American	318	16%	1,206	40%
Other Class A	15	0%	72	5%
Total	512		1,891	
Average		23%		22%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 08/01/08.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Aqua PA	24.2	29.0	16.4	23.7
PA American	4.8	2.9	5.8	1.1
Other Class A	11.6	7.3	5.9	5.9
Major Water	13.5	13.1	9.4	10.2

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/01/08.

Major Local Telephone Companies

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

January through June 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Cavalier	120	111	-8%	43	32	-26%	71	59	-17%
Comcast Digital Phone	75	15	-80%	14	6	-57%	111	97	-13%
Embarq	123	107	-13%	24	24	0%	189	126	-33%
Frontier Commonwealth	29	49	69%	4	6	50%	93	53	-43%
MCI Local	76	23	-70%	9	2	-78%	51	12	-77%
RCN	22	32	46%	7	11	57%	28	29	4%
Verizon North	212	204	-4%	29	30	3%	227	124	-45%
Verizon PA	2,450	3,146	28%	499	574	15%	2,636	2,199	-17%
Windstream	36	44	22%	13	10	-23%	82	64	-22%
Total	3,143	3,731	19%	642	695	8%	3,488	2,763	-21%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Cavalier	111	80%	32	7%
Comcast Digital Phone	15	71%	6	0%
Embarq	107	23%	24	4%
Frontier Commonwealth	49	40%	6	0%
MCI Local	23	100%	2	50%
RCN	32	62%	11	0%
Verizon North	204	55%	30	10%
Verizon PA	3,146	58%	574	25%
Windstream	44	35%	10	0%
Total	3,731		695	
Average		57%		19%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangements that BCS evaluated as of 08/01/08.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Cavalier	25.1	27.2	25.0	23.8
Comcast Digital Phone	6.4	13.3	4.1	1.5
Embarq	13.7	14.6	6.6	4.5
Frontier Commonwealth	12.9	13.6	1.5	15.7
MCI Local	16.7	22.2	11.0	5.0
RCN	25.6	24.4	21.0	21.3
Verizon North	10.2	12.3	5.0	4.0
Verizon PA	11.9	11.8	5.4	6.1
Windstream	13.6	12.9	2.9	1.6
Major Telephone	15.1	16.9	9.2	9.3

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/01/08.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through June 2008

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL		
Chapter 56	3	0	0	6	0	0	1		
Title 66	1	1	0	0	0	0	0		
Total	4	1	0	6	0	0	1		
GAS	Columbia	Dominion Peoples	Equitable	National Fuel	Philadelphia Gas Works	UGI Corp	UGI Penn Natural		
Chapter 56	2	8	7	1	18	2	1		
Title 66	1	0	1	0	12	0	0		
Total	3	8	8	1	30	2	1		
WATER	Aqua PA		PA American			Other Class A			
Chapter 56	9		8			0			
Title 66	0		4			0			
Total	9		12			0			
TELEPHONE	Cavalier	Comcast Digital Phone	Embarq	Frontier Commonwealth	MCI Local	RCN	Verizon North	Verizon PA	Wind-stream
Chapter 63	78	13	1	10	32	7	112	1,409	8
Chapter 64	85	4	13	12	2	7	32	183	4
Total	163	17	14	22	34	14	144	1,592	12

* Infraction data on this page is accurate as of 09/12/08.

Glossary of Terms

Consumer Complaints – Cases to BCS involving billing, service, rates and other issues not related to requests for payment terms.

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

Inquiries – Consumer contacts to BCS that require no follow-up investigation beyond the initial contact.

Major Electric Distribution Companies – Electric distribution companies with more than 100,000 residential customers.

Major Local Telephone Companies – Local telephone companies with more than 50,000 residential customers.

Major Natural Gas Distribution Companies – Natural gas distribution companies with more than 100,000 residential customers.

Major Water Utilities – Non-municipal water utilities with annual revenues of \$1,000,000 or more for three years in a row (classified as “Class A”).

Payment Arrangement Requests (PARs) – Consumer requests for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.

Justified Consumer Complaints – A consumer complaint case where, prior to BCS intervention, the company did not comply with Commission Orders, policies, regulations, reports, Secretarial Letters, tariffs, or guidelines when the consumer brought the complaint to the company’s attention.

Justified Payment Arrangement Requests – A payment arrangement request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines.

Response Time – The time span in days from the date BCS first contacts the utility regarding a complaint or PAR, to the date on which the utility provides BCS with its report.