

# **Quarterly Update to UCARE Report**

**January – September 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 September 2008

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	3,857	635	29,929	190	24,112
Gas	3,184	318	12,852	99	12,883
Water	880	91	3,054	8	3,294
Telephone	5,965	393	1,114	4	5,410
Other	3	3	11	0	2,792
<b>Total</b>	<b>13,889</b>	<b>1,440</b>	<b>46,960</b>	<b>301</b>	<b>48,491</b>

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

## Major Electric Distribution Companies

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

January through September 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	360	397	10%	1,980	2,287	16%	2,606	1,847	-29%
Duquesne	352	465	32%	2,733	4,111	50%	2,648	2,745	4%
Met-Ed	255	277	9%	2,165	2,332	8%	1,447	1,479	2%
PECO	2,090	1,805	-14%	6,042	9,326	54%	10,026	10,253	2%
Penelec	230	235	2%	2,265	2,158	-5%	1,537	1,338	-13%
Penn Power	123	136	11%	905	1,053	16%	1,150	798	-31%
PPL	369	435	18%	5,676	8,146	44%	3,614	3,776	5%
<b>Total</b>	<b>3,779</b>	<b>3,750</b>	<b>-1%</b>	<b>21,766</b>	<b>29,413</b>	<b>35%</b>	<b>23,028</b>	<b>22,236</b>	<b>-3%</b>

## Major Electric Distribution Companies

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

January through September 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	397	11%	2,287	6%
Duquesne	465	3%	4,111	7%
Met-Ed	277	24%	2,332	16%
PECO	1,805	17%	9,326	19%
Penelec	235	21%	2,158	11%
Penn Power	136	13%	1,053	24%
PPL	435	14%	8,146	20%
<b>Total</b>	<b>3,750</b>		<b>29,413</b>	
<b>Average</b>		<b>14%</b>		<b>16%</b>

\*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 11/03/08.

# Major Electric Distribution Companies

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

January through September 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Allegheny	14.5	27.0	11.8	21.3
Duquesne	23.4	24.2	19.6	14.1
Met-Ed	16.6	13.1	2.1	1.9
PECO	21.8	20.1	12.3	14.2
Penelec	13.4	12.7	2.0	2.0
Penn Power	15.6	11.7	2.1	2.0
PPL	21.9	19.6	3.2	6.6
<b>Major Electric</b>	<b>18.2</b>	<b>18.3</b>	<b>7.6</b>	<b>8.9</b>

\*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/03/08.

## Major Natural Gas Distribution Companies

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

January through September 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	325	345	6%	849	1,157	36%	1,243	1,287	4%
Dominion Peoples	654	598	-9%	1,559	1,571	1%	2,020	1,561	-23%
Equitable	620	490	-21%	2,136	1,855	-13%	2,117	1,738	-18%
National Fuel	194	203	5%	1,267	1,425	13%	1,091	966	-12%
Philadelphia Gas Works	1,417	1,147	-19%	3,037	3,160	4%	5,647	4,118	-27%
UGI Corp	344	247	-28%	1,861	1,949	5%	1,690	1,213	-28%
UGI Penn Natural	67	80	19%	1,022	1,215	19%	510	496	-3%
<b>Total</b>	<b>3,621</b>	<b>3,110</b>	<b>-14%</b>	<b>11,731</b>	<b>12,332</b>	<b>5%</b>	<b>14,318</b>	<b>11,379</b>	<b>-21%</b>

# Major Natural Gas Distribution Companies

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

January through September 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	345	14%	1,157	23%
Dominion Peoples	598	18%	1,571	11%
Equitable	490	12%	1,855	19%
National Fuel	203	16%	1,425	18%
Philadelphia Gas Works	1,147	23%	3,160	23%
UGI Corp	247	10%	1,949	11%
UGI Penn Natural	80	7%	1,215	23%
<b>Total</b>	<b>3,110</b>		<b>12,332</b>	
<b>Average</b>		<b>16%</b>		<b>19%</b>

\*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 11/03/08.

# Major Natural Gas Distribution Companies

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

January through September 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Columbia	9.0	9.5	6.3	6.5
Dominion Peoples	21.6	22.2	14.8	12.4
Equitable	4.8	4.2	2.3	2.2
National Fuel	18.7	14.4	7.9	10.5
Philadelphia Gas Works	4.1	10.9	4.1	7.4
UGI Corp	19.4	16.6	14.7	7.5
UGI Penn Natural	31.6	44.6	22.4	22.2
<b>Major Gas</b>	<b>15.6</b>	<b>17.5</b>	<b>10.4</b>	<b>9.8</b>

\*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/03/08.

## Major Water Utilities

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

January through September 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	254	237	-7%	957	936	-2%	922	759	-18%
PA American	576	487	-16%	2,054	1,961	-5%	2,847	1,409	-51%
Other Class A	47	18	-62%	116	122	5%	244	146	-40%
<b>Total</b>	<b>877</b>	<b>742</b>	<b>-15%</b>	<b>3,127</b>	<b>3,019</b>	<b>-4%</b>	<b>4,013</b>	<b>2,314</b>	<b>-42%</b>

## Major Water Utilities

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

January through September 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	237	43%	936	12%
PA American	487	23%	1,961	37%
Other Class A	18	14%	122	5%
<b>Total</b>	<b>742</b>		<b>3,019</b>	
<b>Average</b>		<b>27%</b>		<b>21%</b>

\*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 11/03/08.

# Major Water Utilities

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

January through September 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Aqua PA	25.8	28.4	18.5	23.1
PA American	4.2	2.9	4.7	1.4
Other Class A	12.2	7.1	5.4	4.5
<b>Major Water</b>	<b>14.1</b>	<b>12.8</b>	<b>9.5</b>	<b>9.7</b>

\*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/03/08.

## Major Local Telephone Companies

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

January through September 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	231	159	-31%	67	42	-37%	146	89	-39%
Comcast Digital Phone	119	17	-86%	21	6	-71%	174	129	-26%
Embarq	180	150	-17%	35	27	-23%	279	181	-35%
Frontier Commonwealth	44	74	68%	6	10	67%	106	76	-28%
MCI Local	98	33	-66%	11	3	-73%	67	12	-82%
RCN	43	47	9%	10	17	70%	40	40	0%
Verizon North	333	286	-14%	46	38	-17%	312	191	-39%
Verizon PA	3,752	4,768	27%	813	868	7%	3,914	3,256	-17%
Windstream	66	62	-6%	16	19	19%	120	83	-31%
<b>Total</b>	<b>4,866</b>	<b>5,596</b>	<b>15%</b>	<b>1,025</b>	<b>1,030</b>	<b>1%</b>	<b>5,158</b>	<b>4,057</b>	<b>-21%</b>

## Major Local Telephone Companies

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

January through September 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Cavalier	159	77%	42	13%
Comcast Digital Phone	17	46%	6	0%
Embarq	150	30%	27	4%
Frontier Commonwealth	74	49%	10	0%
MCI Local	33	85%	3	33%
RCN	47	56%	17	14%
Verizon North	286	49%	38	8%
Verizon PA	4,768	56%	868	24%
Windstream	62	50%	19	6%
<b>Total</b>	<b>5,596</b>		<b>1,030</b>	
<b>Average</b>		<b>55%</b>		<b>19%</b>

\*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 11/03/08.

## Major Local Telephone Companies

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

January through September 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Cavalier	26.2	26.6	26.0	20.0
Comcast Digital Phone	5.5	13.9	3.4	1.5
Embarq	13.4	15.6	8.6	6.7
Frontier Commonwealth	17.8	18.8	9.7	15.8
MCI Local	17.4	22.2	12.6	11.3
RCN	25.2	23.8	20.4	22.6
Verizon North	10.5	11.6	7.1	5.5
Verizon PA	11.6	11.5	5.0	6.2
Windstream	13.2	12.2	2.6	1.4
<b>Major Telephone</b>	<b>15.6</b>	<b>17.4</b>	<b>10.6</b>	<b>10.1</b>

\*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/03/08.

## Compliance

### Residential Verified Infraction Statistics by Industry Cases Opened January through September 2008

<b>ELECTRIC</b>	<b>Allegheny Power</b>	<b>Duquesne</b>	<b>Met-Ed</b>	<b>PECO</b>	<b>Penelec</b>	<b>Penn Power</b>	<b>PPL</b>		
Chapter 56	7	0	0	16	0	0	2		
Title 66	6	1	1	3	1	1	1		
<b>Total</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>19</b>	<b>1</b>	<b>1</b>	<b>3</b>		
<b>GAS</b>	<b>Columbia</b>	<b>Dominion Peoples</b>	<b>Equitable</b>	<b>National Fuel</b>	<b>Philadelphia Gas Works</b>	<b>UGI Corp</b>	<b>UGI Penn Natural</b>		
Chapter 56	4	13	13	6	32	2	2		
Title 66	1	2	1	1	18	0	0		
<b>Total</b>	<b>5</b>	<b>15</b>	<b>14</b>	<b>7</b>	<b>50</b>	<b>2</b>	<b>2</b>		
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>			<b>Other Class A</b>			
Chapter 56	12		23			1			
Title 66	1		6			0			
<b>Total</b>	<b>13</b>		<b>29</b>			<b>1</b>			
<b>TELEPHONE</b>	<b>Cavalier</b>	<b>Comcast Digital Phone</b>	<b>Embarq</b>	<b>Frontier Commonwealth</b>	<b>MCI Local</b>	<b>RCN</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Wind-stream</b>
Chapter 63	87	13	5	27	40	9	135	3,447	13
Chapter 64	91	4	20	13	5	8	39	438	7
<b>Total</b>	<b>178</b>	<b>17</b>	<b>25</b>	<b>40</b>	<b>45</b>	<b>17</b>	<b>174</b>	<b>3,885</b>	<b>20</b>

\*Infraction data on this page is accurate as of 11/13/08.

## 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.