

# **Quarterly Update to UCARE Report**

**January – June 2010**

# 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 2010

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	2,402	479	17,004	107	20,528
Gas	1,266	185	5,932	58	7,147
Water	513	43	2,409	10	2,892
Telephone	1,790	188	309	1	4,303
Other	1	0	5	0	1,859
<b>Total</b>	<b>5,972</b>	<b>895</b>	<b>25,659</b>	<b>176</b>	<b>36,729</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 June 2009/2010

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
Allegheny	311	260	-16%	1,410	1,188	-16%	1,553	1,677	8%
Duquesne	235	283	20%	2,063	2,329	13%	1,615	2,343	45%
Met-Ed	252	208	-18%	908	630	-31%	1,235	1,291	5%
PECO	1,297	904	-30%	5,493	3,598	-35%	6,375	5,071	-21%
Penelec	214	140	-35%	662	453	-32%	1,106	955	-14%
Penn Power	106	69	-35%	331	209	-37%	486	360	-26%
PPL	297	478	61%	5,313	8,209	55%	2,552	7,085	178%
<b>Total</b>	<b>2,712</b>	<b>2,342</b>	<b>-14%</b>	<b>16,180</b>	<b>16,616</b>	<b>3%</b>	<b>14,922</b>	<b>18,782</b>	<b>26%</b>

## Major Electric Distribution Companies

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

January through June 2010

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	260	5%	1,188	14%
Duquesne	283	2%	2,329	1%
Met-Ed	208	4%	630	10%
PECO	904	22%	3,598	2%
Penelec	140	9%	453	6%
Penn Power	69	0%	209	5%
PPL	478	0%	8,209	8%
<b>Total</b>	<b>2,342</b>		<b>16,616</b>	
<b>Average</b>		<b>5%</b>		<b>7%</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 07/30/10.

# Major Electric Distribution Companies

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

January through June 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2009	2010*	2009	2010*
Allegheny	10.6	10.3	6.5	6.6
Duquesne	11.8	13.4	6.8	6.3
Met-Ed	11.0	11.0	2.1	2.2
PECO	16.4	12.8	5.3	4.3
Penelec	12.3	9.2	2.5	2.1
Penn Power	11.3	9.4	2.0	2.1
PPL	18.5	22.8	11.7	5.1
<b>Major Electric</b>	<b>13.1</b>	<b>12.7</b>	<b>5.3</b>	<b>4.1</b>

\*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/30/10.

## Major Natural Gas Distribution Companies

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

January through June 2009/2010

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
Columbia	324	121	-63%	617	420	-32%	846	742	-12%
Equitable	257	126	-51%	882	687	-22%	1,067	765	-28%
National Fuel	106	53	-50%	660	394	-40%	629	464	-26%
Peoples	364	125	-66%	615	391	-36%	977	517	-47%
Philadelphia Gas Works	1,320	542	-59%	2,051	1,443	-30%	3,292	2,367	-28%
UGI Corp	138	126	-9%	977	1,222	25%	773	897	16%
UGI Penn Natural	57	117	105%	552	1,060	92%	347	619	78%
<b>Total</b>	<b>2,566</b>	<b>1,210</b>	<b>-53%</b>	<b>6,354</b>	<b>5,617</b>	<b>-12%</b>	<b>7,931</b>	<b>6,371</b>	<b>-20%</b>

# Major Natural Gas Distribution Companies

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

January through June 2010

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	121	7%	420	2%
Equitable	126	0%	687	1%
National Fuel	53	17%	394	0%
Peoples	125	15%	391	10%
Philadelphia Gas Works	542	14%	1,443	2%
UGI Corp	126	0%	1,222	3%
UGI Penn Natural	117	25%	1,060	16%
<b>Total</b>	<b>1,210</b>		<b>5,617</b>	
<b>Average</b>		<b>11%</b>		<b>6%</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 07/30/10.

# Major Natural Gas Distribution Companies

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

January through June 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2009	2010*	2009	2010*
Columbia	9.1	6.5	3.8	3.0
Equitable	3.1	3.6	1.9	1.5
National Fuel	5.7	5.9	3.9	3.6
Peoples	13.9	5.8	6.1	3.4
Philadelphia Gas Works	12.4	11.9	9.7	6.0
UGI Corp	20.0	43.9	7.1	17.0
UGI Penn Natural	33.5	24.5	8.8	7.7
<b>Major Gas</b>	<b>14.0</b>	<b>14.6</b>	<b>5.9</b>	<b>6.0</b>

\*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/30/10.

## Major Water Utilities

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

January through June 2009/2010

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
Aqua PA	190	155	-18%	651	737	13%	475	684	44%
PA American	348	336	-3%	1,228	1,594	30%	1,593	1,208	-24%
Other Class A	17	9	-47%	73	47	-36%	53	77	45%
<b>Total</b>	<b>555</b>	<b>500</b>	<b>-10%</b>	<b>1,952</b>	<b>2,378</b>	<b>22%</b>	<b>2,121</b>	<b>1,969</b>	<b>-7%</b>

## Major Water Utilities

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

January through June 2010

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	155	0%	737	11%
PA American	336	2%	1,594	13%
Other Class A	9	0%	47	0%
<b>Total</b>	<b>500</b>		<b>2,378</b>	
<b>Average</b>		<b>2%</b>		<b>12%</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 07/30/10.

# Major Water Utilities

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

January through June 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2009	2010*	2009	2010*
Aqua PA	19.1	14.0	16.8	6.3
PA American	4.0	5.2	2.4	3.6
Other Class A	14.9	8.1	7.2	5.9
<b>Major Water</b>	<b>12.7</b>	<b>9.1</b>	<b>8.8</b>	<b>5.3</b>

\*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/30/10.

## Major Local Telephone Companies

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

January through June 2009/2010

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
CenturyLink	47	30	-36%	6	4	-33%	100	74	-26%
Frontier Commonwealth	44	38	-14%	8	6	-25%	65	60	-8%
RCN	20	25	25%	6	7	17%	23	23	0%
Verizon North	179	70*	-61%	20	10	-50%	173	182*	5%
Verizon PA	2,986	1,437*	-52%	349	250	-28%	2,760	3,006*	9%
Windstream	27	39	44%	7	3	-57%	60	56	-7%
<b>Total</b>	<b>3,303</b>	<b>1,639</b>	<b>-50%</b>	<b>396</b>	<b>280</b>	<b>-29%</b>	<b>3,181</b>	<b>3,401</b>	<b>7%</b>

\*At least part of the reduction in consumer complaints and the increase in inquiries can be attributed to a trial project being conducted by the Commission with the Verizon companies. BCS is currently offering all Verizon customers calling with a service issue, the voluntary option of being transferred to a special Verizon team that immediately begins working to resolve the customer's complaint. If a customer chooses the voluntary transfer, BCS categorizes the contact as an "inquiry" rather than as a "consumer complaint."

## Major Local Telephone Companies

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

January through June 2010

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	30	35%	4	0%
Frontier Commonwealth	38	42%	6	25%
RCN	25	37%	7	14%
Verizon North	70	39%	10	0%
Verizon PA	1,437	33%	250	19%
Windstream	39	29%	3	0%
<b>Total</b>	<b>1,639</b>		<b>280</b>	
<b>Average</b>		<b>34%</b>		<b>17%</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 07/30/10.

## Major Local Telephone Companies

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

January through June 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2009	2010*	2009	2010*
CenturyLink	7.7	16.7	9.0	0.5
Frontier Commonwealth	21.3	24.8	17.5	20.7
RCN	18.3	13.8	10.3	9.4
Verizon North	12.1	18.2	5.4	6.0
Verizon PA	11.9	14.3	5.8	8.3
Windstream	16.6	20.7	2.0	21.7
<b>Major Telephone</b>	<b>14.7</b>	<b>18.1</b>	<b>8.3</b>	<b>11.1</b>

\*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/30/10.

# Compliance

## Residential Verified Infraction Statistics by Industry Cases Opened January through June 2010

<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	0	0	0	0	0	0	0
Title 66	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>GAS</b>	<b>Columbia</b>	<b>Equitable</b>	<b>National Fuel</b>	<b>Peoples</b>	<b>Philadelphia Gas Works</b>	<b>UGI Corp</b>	<b>UGI Penn Natural</b>
Chapter 56	0	0	0	0	4	0	0
Title 66	0	0	0	0	2	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>		<b>Other Class A</b>		
Chapter 56	0		0		0		
Title 66	0		0		0		
<b>Total</b>	<b>0</b>		<b>0</b>		<b>0</b>		
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>	<b>RCN</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>	
Chapter 63	9	1	0	21	609	10	
Chapter 64	8	20	28	54	411	8	
<b>Total</b>	<b>17</b>	<b>21</b>	<b>28</b>	<b>75</b>	<b>1,020</b>	<b>18</b>	

\*Infraction data on this page is accurate as of 08/05/10.

## 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.