

Quarterly Update to UCARE Report

January – September 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 agreement 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 Agreement Requests and Inquiries by Industry

January through September 2010

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	3,809	692	29,196	176	32,249
Gas	1,824	280	9,454	76	10,624
Water	740	72	3,832	15	4,495
Telephone	2,609	282	482	2	6,393
Other	2	0	6	0	2,777
Total	8,984	1,326	42,970	269	56,538

*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 Agreement Request and Inquiry Statistics for Major Companies

January through September 2009/2010

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
Allegheny	433	427	-1%	2,454	2,118	-14%	2,550	2,676	5%
Duquesne	340	452	33%	3,571	3,700	4%	2,864	3,692	29%
Met-Ed	362	348	-4%	1,462	1,173	-20%	1,880	2,209	18%
PECO	1,811	1,409	-22%	8,536	6,406	-25%	9,614	8,615	-10%
Penelec	305	240	-21%	1,152	848	-26%	1,626	1,560	-4%
Penn Power	145	100	-31%	592	365	-38%	793	600	-24%
PPL	445	734	65%	9,564	13,985	46%	4,775	10,260	115%
Total	3,841	3,710	-3%	27,331	28,595	5%	24,102	29,612	23%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	427	5%	2,118	18%
Duquesne	452	4%	3,700	1%
Met-Ed	348	3%	1,173	5%
PECO	1,409	21%	6,406	4%
Penelec	240	7%	848	5%
Penn Power	100	5%	365	5%
PPL **	734	2%	13,985	7%
Total	3,710		28,595	
Average		6%		8%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 10/29/10.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
Allegheny	11.4	12.8	7.1	9.5
Duquesne	12.5	15.5	7.1	7.6
Met-Ed	11.7	11.1	2.2	2.0
PECO	15.1	12.3	4.7	4.3
Penelec	12.7	9.1	2.2	2.0
Penn Power	11.1	9.2	2.0	2.2
PPL	19.5	22.3	9.1	6.8
Major Electric	13.4	13.2	4.9	4.9

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/29/10.

Major Natural Gas Distribution Companies

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

January through September 2009/2010

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
Columbia	401	176	-56%	929	652	-30%	1,120	1,009	-10%
Equitable	337	176	-48%	1,482	1,137	-23%	1,633	1,202	-26%
National Fuel	155	100	-36%	1,074	690	-36%	1,027	751	-27%
Peoples	443	194	-56%	1,003	655	-35%	1,415	789	-44%
Philadelphia Gas Works	1,633	737	-55%	3,131	2,318	-26%	4,627	3,481	-25%
UGI Corp	179	179	0%	1,776	1,890	6%	1,222	1,298	6%
UGI Penn Natural	90	184	104%	1,291	1,664	29%	709	1,000	41%
Total	3,238	1,746	-46%	10,686	9,006	-16%	11,753	9,530	-19%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	176	10%	652	3%
Equitable	176	7%	1,137	3%
National Fuel	100	10%	690	6%
Peoples	194	15%	655	7%
Philadelphia Gas Works	737	9%	2,318	4%
UGI Corp	179	13%	1,890	4%
UGI Penn Natural	184	6%	1,664	11%
Total	1,746		9,006	
Average		10%		6%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 10/29/10.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
Columbia	9.1	6.7	3.7	3.7
Equitable	3.2	3.8	1.7	2.1
National Fuel	4.8	9.6	3.0	4.6
Peoples	13.1	6.3	5.1	3.6
Philadelphia Gas Works	13.0	12.7	8.5	6.1
UGI Corp	20.4	43.2	7.1	20.1
UGI Penn Natural	38.6	33.7	8.0	9.4
Major Gas	14.6	16.6	5.3	7.1

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/29/10.

Major Water Utilities

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

January through September 2009/2010

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
Aqua PA	277	225	-19%	1,063	1,117	5%	707	940	33%
PA American	519	474	-9%	2,137	2,581	21%	2,217	1,828	-18%
Other Class A	20	17	-15%	122	92	-25%	93	128	38%
Total	816	716	-12%	3,322	3,790	14%	3,017	2,896	-4%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	225	8%	1,117	9%
PA American	474	11%	2,581	16%
Other Class A	17	0%	92	3%
Total	716		3,790	
Average		10%		13%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 10/29/10.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
Aqua PA	20.9	14.4	18.3	5.3
PA American	4.3	7.1	2.0	4.9
Other Class A	13.2	6.9	6.3	5.1
Major Water	12.8	9.5	8.9	5.1

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/29/10.

Major Local Telephone Companies

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

January through September 2009/2010

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2009	2010	Percent Change	2009	2010	Percent Change	2009	2010	Percent Change
CenturyLink	68	50	-27%	8	5	-38%	129	106	-18%
Frontier Commonwealth	63	52	-18%	12	7	-42%	99	89	-10%
RCN	28	32	14%	11	7	-36%	41	33	-20%
Verizon North	254	106*	-58%	35	13	-63%	266	252*	-5%
Verizon PA	4,413	2,095*	-53%	588	401	-32%	4,208	4,498*	7%
Windstream	41	58	42%	11	7	-36%	95	77	-19%
Total	4,867	2,393	-51%	665	440	-34%	4,838	5,055	5%

*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 Agreement Requests

January through September 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	50	40%	5	0%
Frontier Commonwealth	52	45%	7	17%
RCN	32	41%	7	14%
Verizon North	106	44%	13	8%
Verizon PA	2,095	38%	401	17%
Windstream	58	34%	7	25%
Total	2,393		440	
Average		39%		16%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 10/29/10.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
CenturyLink	9.3	17.0	8.9	0.8
Frontier Commonwealth	18.9	23.3	16.7	20.3
RCN	17.4	14.1	8.7	9.4
Verizon North	14.4	20.8	8.8	9.5
Verizon PA	14.7	17.2	9.7	12.0
Windstream	15.7	21.6	3.0	14.7
Major Telephone	15.1	19.0	9.3	11.1

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/29/10.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through September 2010

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL
Chapter 56	3	3	0	11	1	1	1
Title 66	2	0	1	0	0	0	0
Total	5	3	1	11	1	1	1
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	1	0	0	2	4	0	0
Title 66	0	0	0	0	2	1	0
Total	1	0	0	2	6	1	0
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	10		9		0		
Title 66	0		1		0		
Total	10		10		0		
TELEPHONE	CenturyLink	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream	
Chapter 63	12	8	6	38	895	12	
Chapter 64	23	36	33	65	545	23	
Total	35	44	39	103	1,440	35	

* Infraction data on this page is accurate as of 11/08/10.

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 Agreement 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 Agreement Requests – A payment agreement 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.