

Quarterly Update to UCARE Report

January – December 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 December 2010

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,986	907	37,334	220	42,864
Gas	2,350	360	11,942	93	13,385
Water	944	100	5,051	19	5,766
Telephone	3,393	365	627	2	8,321
Other	5	1	13	0	3,824
Total	11,678	1,733	54,967	334	74,160

*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 December 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	538	554	3%	3,067	2,779	-9%	3,200	3,635	14%
Duquesne	431	583	35%	4,482	4,857	8%	3,710	4,717	27%
Met-Ed	456	463	2%	1,804	1,629	-10%	2,334	2,920	25%
PECO	2,224	1,846	-17%	10,787	8,461	-22%	12,060	12,856	7%
Penelec	390	320	-18%	1,428	1,155	-19%	1,983	2,074	5%
Penn Power	161	130	-19%	742	496	-33%	953	765	-20%
PPL	544	938	72%	11,899	17,214	45%	9,876	12,406	26%
Total	4,744	4,834	2%	34,209	36,591	7%	34,116	39,373	15%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	554	6%	2,779	20%
Duquesne	583	6%	4,857	<1%
Met-Ed	463	3%	1,629	4%
PECO	1,846	18%	8,461	5%
Penelec	320	6%	1,155	5%
Penn Power	130	7%	496	4%
PPL**	938	6%	17,214	6%
Total	4,834		36,591	
Average		7%		7%

*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 1/28/11.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
Allegheny	10.6	13.2	6.3	10.2
Duquesne	12.5	18.4	7.3	10.9
Met-Ed	12.3	11.1	2.4	1.9
PECO	14.6	11.7	4.6	4.1
Penelec	13.4	9.1	2.2	2.0
Penn Power	11.2	9.4	2.0	2.0
PPL	19.6	21.7	8.3	7.4
Major Electric	13.5	13.5	4.7	5.5

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/28/11.

Major Natural Gas Distribution Companies

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

January through December 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	494	233	-53%	1,145	835	-27%	1,380	1,242	-10%
Equitable	388	229	-41%	1,814	1,459	-20%	1,961	1,463	-25%
National Fuel	185	135	-27%	1,400	883	-37%	1,260	1,000	-21%
Peoples	524	273	-48%	1,267	830	-35%	1,714	1,298	-24%
Philadelphia Gas Works	1,854	947	-49%	3,922	2,910	-26%	5,502	4,220	-23%
UGI Corp	236	216	-9%	2,518	2,419	-4%	1,663	1,587	-5%
UGI Penn Natural	160	209	31%	1,835	2,067	13%	999	1,240	24%
Total	3,841	2,242	-42%	13,901	11,403	-18%	14,479	12,050	-17%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	233	8%	835	3%
Equitable	229	5%	1,459	1%
National Fuel	135	7%	883	3%
Peoples	273	12%	830	6%
Philadelphia Gas Works	947	9%	2,910	4%
UGI Corp	216	8%	2,419	3%
UGI Penn Natural	209	4%	2,067	9%
Total	2,242		11,403	
Average		9%		5%

*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 1/28/11.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
Columbia	8.9	7.0	3.6	3.5
Equitable	3.1	3.4	1.6	2.0
National Fuel	4.9	10.2	2.7	5.0
Peoples	12.5	6.5	5.1	4.1
Philadelphia Gas Works	12.2	12.2	7.4	5.7
UGI Corp	20.9	36.8	7.2	16.3
UGI Penn Natural	43.2	30.9	14.3	8.3
Major Gas	15.1	15.3	6.0	6.4

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/28/11.

Major Water Utilities

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

January through December 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	342	307	-10%	1,419	1,528	8%	1,483	1,186	-20%
PA American	664	577	-13%	2,918	3,330	14%	2,617	2,315	-12%
Other Class A	24	22	-8%	156	134	-14%	138	198	44%
Total	1,030	906	-12%	4,493	4,992	11%	4,238	3,699	-13%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	307	12%	1,528	7%
PA American	577	13%	3,330	17%
Other Class A	22	0%	134	2%
Total	906		4,992	
Average		12%		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 1/28/11.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
Aqua PA	20.4	15.9	17.3	5.0
PA American	4.3	6.7	1.9	4.1
Other Class A	12.8	6.8	7.6	5.0
Major Water	12.5	9.8	8.9	4.7

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/28/11.

Major Local Telephone Companies

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

January through December 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	87	72	-17%	13	7	-46%	157	127	-19%
Frontier Commonwealth	80	70	-13%	12	15	25%	137	114	-17%
RCN	37	39	5%	12	8	-33%	55	41	-26%
Verizon North	299	131	-56%	42	18	-57%	367	328	-11%
Verizon PA	5,353	2,722	-49%	770	514	-33%	5,503	5,854	6%
Windstream	54	72	33%	17	11	-35%	115	98	-15%
Total	5,910	3,106	-47%	866	573	-34%	6,334	6,562	4%

*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 December 2010

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	72	40%	7	0%
Frontier Commonwealth	70	53%	15	33%
RCN	39	45%	8	14%
Verizon North	131	49%	18	11%
Verizon PA	2,722	51%	514	14%
Windstream	72	34%	11	36%
Total	3,106		573	
Average		49%		15%

*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 1/28/11.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2009/2010

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2009	2010*	2009	2010*
CenturyLink	9.9	19.0	6.8	3.4
Frontier Commonwealth	18.3	24.7	16.7	21.5
RCN	18.4	14.0	9.6	9.1
Verizon North	14.7	21.0	8.5	11.9
Verizon PA	14.8	18.6	9.8	13.6
Windstream	15.2	20.3	6.4	11.9
Major Telephone	15.2	19.6	9.6	11.9

*The 2010 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/28/11.

Compliance

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

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL
Chapter 56	9	12	0	29	1	2	2
Title 66	3	2	1	0	0	0	0
Total	12	14	1	29	1	2	2
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	3	0	0	7	4	4	0
Title 66	0	0	0	0	2	5	0
Total	3	0	0	7	6	9	0
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	17		24		0		
Title 66	1		1		0		
Total	18		25		0		
TELEPHONE	CenturyLink	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream	
Chapter 63	21	14	6	67	1,507	17	
Chapter 64	24	54	44	75	912	30	
Total	45	68	50	142	2,419	47	

* Infraction data on this page is accurate as of 2/4/11.

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.