

Quarterly Update to UCARE Report

January – March 2011

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 March 2011

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,317	230	5,125	43	9,396
Gas	616	75	1,444	13	2,102
Water	200	24	926	5	985
Telephone	801	94	108	2	2,012
Other	1	0	0	0	1,051
Total	2,935	423	7,603	63	15,546

*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 March 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
Allegheny	107	97	-9%	257	335	30%	649	856	32%
Duquesne	102	135	32%	685	887	30%	775	1,237	60%
Met-Ed	90	152	69%	174	226	30%	508	732	44%
PECO	420	365	-13%	542	698	29%	1,492	2,724	83%
Penelec	61	108	77%	119	163	37%	343	567	65%
Penn Power	40	19	-53%	60	62	3%	135	178	32%
PPL	207	297	44%	1,216	2,605	114%	2,812	2,143	-24%
Total	1,027	1,173	14%	3,053	4,976	63%	6,714	8,437	26%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	97	N/A	335	N/A
Duquesne	135	N/A	887	N/A
Met-Ed	152	N/A	226	N/A
PECO	365	N/A	698	N/A
Penelec	108	N/A	163	N/A
Penn Power	19	N/A	62	N/A
PPL **	297	N/A	2,605	N/A
Total	1,173		4,976	
Average		N/A		N/A

*N/A – Not Available.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Allegheny	5.8	5.1	1.4	1.8
Duquesne	9.8	14.7	3.8	3.9
Met-Ed	10.6	8.9	2.7	1.9
PECO	12.2	8.9	4.9	2.9
Penelec	10.9	9.8	2.2	2.2
Penn Power	10.8	9.4	3.1	1.6
PPL	24.3	17.3	2.4	4.7
Major Electric	12.1	10.6	2.9	2.7

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/29/11.

Major Natural Gas Distribution Companies

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

January through March 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
Columbia	59	73	24%	118	140	19%	369	408	11%
Equitable	56	40	-29%	159	107	-33%	221	120	-46%
National Fuel	30	27	-10%	74	54	-27%	132	105	-21%
Peoples	64	38	-41%	122	91	-25%	224	176	-21%
Philadelphia Gas Works	260	322	24%	387	244	-37%	936	478	-49%
UGI Corp	45	39	-13%	432	454	5%	387	296	-24%
UGI Penn Natural	31	27	-13%	388	323	-17%	263	187	-29%
Total	545	566	4%	1,680	1,413	-16%	2,532	1,770	-30%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	73	N/A	140	N/A
Equitable	40	N/A	107	N/A
National Fuel	27	N/A	54	N/A
Peoples	38	N/A	91	N/A
Philadelphia Gas Works	322	N/A	244	N/A
UGI Corp	39	N/A	454	N/A
UGI Penn Natural	27	N/A	323	N/A
Total	566		1,413	
Average		N/A		N/A

*N/A – Not Available.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Columbia	7.2	7.3	3.4	2.3
Equitable	3.2	0.9	1.1	0.6
National Fuel	3.2	1.9	1.2	1.1
Peoples	6.3	8.0	3.8	3.9
Philadelphia Gas Works	7.8	6.1	4.0	2.6
UGI Corp	35.6	6.2	20.6	1.1
UGI Penn Natural	24.0	1.9	9.5	0.4
Major Gas	12.5	4.6	6.2	1.7

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/29/11.

Major Water Utilities

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

January through March 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
Aqua PA	71	75	6%	295	437	48%	388	249	-36%
PA American	155	108	-30%	368	440	20%	349	345	-1%
Other Class A	3	7	133%	17	38	124%	28	47	68%
Total	229	190	-17%	680	915	35%	765	641	-16%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	75	N/A	437	N/A
PA American	108	N/A	440	N/A
Other Class A	7	N/A	38	N/A
Total	190		915	
Average		N/A		N/A

*N/A – Not Available.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011*	2010	2011*
Aqua PA	16.3	19.4	12.2	6.5
PA American	2.8	2.7	0.9	1.3
Other Class A	13.3	17.0	11.2	4.2
Major Water	10.8	13.0	8.1	4.0

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/29/11.

Major Local Telephone Companies

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

January through March 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
CenturyLink	13	12	-8%	0	2	--	30	29	-3%
Frontier Commonwealth	14	13	-7%	3	3	0%	42	45	7%
RCN	10	3	-70%	5	0	-100%	12	6	-50%
Verizon North	36	36	0%	1	3	200%	105	85	-19%
Verizon PA	693	662	-5%	120	83	-31%	1,649	1,403	-15%
Windstream	17	11	-35%	3	3	0%	31	33	7%
Total	783	737	-6%	132	94	-29%	1,869	1,601	-14%

*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 March 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	12	N/A	2	N/A
Frontier Commonwealth	13	N/A	3	N/A
RCN	3	N/A	0	N/A
Verizon North	36	N/A	3	N/A
Verizon PA	662	N/A	83	N/A
Windstream	11	N/A	3	N/A
Total	737		94	
Average		N/A		N/A

*N/A – Not Available.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
CenturyLink	14.9	25.2	--	--
Frontier Commonwealth	23.6	27.4	15.7	22.5
RCN	14.7	10.3	11.2	7.0
Verizon North	19.9	21.4	6.0	14.0
Verizon PA	12.6	22.1	8.0	14.7
Windstream	21.4	24.3	21.7	25.7
Major Telephone	17.9	21.8	12.5	16.8

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/29/11.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2011

ELECTRIC	Allegheny	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	N/A		N/A		N/A		
Title 66	N/A		N/A		N/A		
Total	N/A		N/A		N/A		
TELEPHONE	CenturyLink	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream	
Chapter 63	N/A	N/A	N/A	N/A	N/A	N/A	
Chapter 64	N/A	N/A	N/A	N/A	N/A	N/A	
Total	N/A	N/A	N/A	N/A	N/A	N/A	

*N/A – Not Available.

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.