

# **Quarterly Update to UCARE Report**

**January – December 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 December 2011

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,646	784	42,604	220	40,403
Gas	2,323	235	11,166	91	8,875
Water	784	76	4,568	11	5,007
Telephone	3,411	489	460	9	6,426
Other	5	1	4	0	3,116
<b>Total</b>	<b>13,169</b>	<b>1,585</b>	<b>58,802</b>	<b>331</b>	<b>63,827</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 Agreement Request and Inquiry Statistics for Major Companies

January through December 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
Duquesne	579	778	34%	4,859	5,617	16%	4,718	5,114	8%
Met-Ed	459	977	113%	1,628	2,121	30%	2,924	3,798	30%
PECO	1,834	1,736	-5%	8,461	9,054	7%	12,868	10,631	-17%
Penelec	318	565	78%	1,154	1,859	61%	2,076	2,909	40%
Penn Power	126	140	11%	496	663	34%	768	773	1%
PPL	929	1,243	34%	17,219	19,825	15%	12,413	11,120	-10%
West Penn	550	467	-15%	2,781	2,616	-6%	3,637	2,916	-20%
<b>Total</b>	<b>4,795</b>	<b>5,906</b>	<b>23%</b>	<b>36,598</b>	<b>41,755</b>	<b>14%</b>	<b>39,404</b>	<b>37,261</b>	<b>-5%</b>

## Major Electric Distribution Companies

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

January through December 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	778	11%	5,617	1%
Met-Ed	977	5%	2,121	1%
PECO	1,736	21%	9,054	1%
Penelec	565	7%	1,859	2%
Penn Power	140	7%	663	3%
PPL	1,243	7%	19,825	6%
West Penn	467	12%	2,616	7%
<b>Total</b>	<b>5,906</b>		<b>41,755</b>	
<b>Average</b>		<b>9%</b>		<b>3%</b>

\*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 02/03/12.

# Major Electric Distribution Companies

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

January through December 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Duquesne	18.4	17.7	10.9	8.9
Met-Ed	11.0	12.1	1.9	2.9
PECO	11.7	8.1	4.1	3.0
Penelec	9.2	12.1	2.0	2.8
Penn Power	9.4	10.6	2.1	3.0
PPL	21.8	20.4	7.4	8.8
West Penn	13.2	12.0	10.2	4.3
<b>Major Electric</b>	<b>13.5</b>	<b>13.3</b>	<b>5.5</b>	<b>4.8</b>

\*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/03/12.

## Major Natural Gas Distribution Companies

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

January through December 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	231	231	0%	834	841	1%	1,245	1,036	-17%
Equitable	220	168	-24%	1,460	1,223	-16%	1,471	812	-45%
National Fuel	134	118	-12%	884	560	-37%	1,000	552	-45%
Peoples	272	214	-21%	829	374	-55%	1,300	463	-64%
Philadelphia Gas Works	947	1,124	19%	2,911	3,253	12%	4,221	2,944	-30%
UGI Corp	212	175	-18%	2,421	2,719	12%	1,589	1,276	-20%
UGI Penn Natural	203	134	-34%	2,069	1,814	-12%	1,245	763	-39%
<b>Total</b>	<b>2,219</b>	<b>2,164</b>	<b>-3%</b>	<b>11,408</b>	<b>10,784</b>	<b>-6%</b>	<b>12,071</b>	<b>7,846</b>	<b>-35%</b>

# Major Natural Gas Distribution Companies

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

January through December 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	231	10%	841	<1%
Equitable	168	11%	1,223	2%
National Fuel	118	6%	560	4%
Peoples	214	13%	374	6%
Philadelphia Gas Works	1,124	11%	3,253	3%
UGI Corp	175	6%	2,719	3%
UGI Penn Natural	134	7%	1,814	2%
<b>Total</b>	<b>2,164</b>		<b>10,784</b>	
<b>Average</b>		<b>10%</b>		<b>2%</b>

\*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 02/03/12.

# Major Natural Gas Distribution Companies

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

January through December 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Columbia	7.0	7.2	3.5	2.4
Equitable	3.5	2.8	2.0	1.3
National Fuel	10.2	6.8	5.0	2.6
Peoples	6.1	13.4	4.1	5.8
Philadelphia Gas Works	12.2	11.5	5.7	5.5
UGI Corp	37.4	5.1	16.3	1.1
UGI Penn Natural	31.5	4.5	8.3	1.0
<b>Major Gas</b>	<b>15.4</b>	<b>7.3</b>	<b>6.4</b>	<b>2.8</b>

\*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/03/12.

## Major Water Utilities

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

January through December 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	304	292	-4%	1,531	1,501	-2%	1,186	1,147	-3%
PA American	570	440	-23%	3,336	2,844	-15%	2,316	2,187	-6%
Other Class A	22	22	0%	134	176	31%	198	150	-24%
<b>Total</b>	<b>896</b>	<b>754</b>	<b>-16%</b>	<b>5,001</b>	<b>4,521</b>	<b>-10%</b>	<b>3,700</b>	<b>3,484</b>	<b>-6%</b>

# Major Water Utilities

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

January through December 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	292	19%	1,501	4%
PA American	440	13%	2,844	9%
Other Class A	22	13%	176	0%
<b>Total</b>	<b>754</b>		<b>4,521</b>	
<b>Average</b>		<b>15%</b>		<b>5%</b>

\*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 02/03/12.

# Major Water Utilities

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

January through December 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011*	2010	2011*
Aqua PA	16.1	14.2	5.0	5.2
PA American	6.7	3.4	4.2	1.8
Other Class A	6.8	19.7	5.0	3.8
<b>Major Water</b>	<b>9.9</b>	<b>12.4</b>	<b>4.7</b>	<b>3.6</b>

\*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/03/12.

## Major Local Telephone Companies

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

January through December 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	72	93	29%	7	25	257%	127	118	-7%
Frontier Commonwealth	69	86	25%	13	8	-39%	115	83	-28%
RCN	38	19	-50%	8	4	-50%	42	17	-60%
Verizon North*	131	120	-8%	18	17	-6%	328	217	-34%
Verizon PA*	2,726	2,762	1%	509	336	-34%	5,855	4,603	-21%
Windstream	72	66	-8%	11	8	-27%	98	83	-15%
<b>Total</b>	<b>3,108</b>	<b>3,146</b>	<b>1%</b>	<b>566</b>	<b>398</b>	<b>-30%</b>	<b>6,565</b>	<b>5,121</b>	<b>-22%</b>

\*At least part of the reduction in consumer complaints 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 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	93	43%	25	20%
Frontier Commonwealth	86	65%	8	17%
RCN	19	50%	4	0%
Verizon North	120	54%	17	33%
Verizon PA	2,762	53%	336	9%
Windstream	66	49%	8	67%
<b>Total</b>	<b>3,146</b>		<b>398</b>	
<b>Average</b>		<b>53%</b>		<b>12%</b>

\*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 02/03/12.

# Major Local Telephone Companies

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

January through December 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011*	2010	2011*
CenturyLink	19.0	22.4	3.4	14.4
Frontier Commonwealth	25.5	13.7	21.5	6.1
RCN	14.2	12.2	9.1	3.8
Verizon North	21.0	19.1	11.9	8.5
Verizon PA	18.6	18.6	13.5	11.3
Windstream	20.3	18.9	11.9	18.5
<b>Major Telephone</b>	<b>19.8</b>	<b>17.5</b>	<b>11.9</b>	<b>10.4</b>

\*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/03/12.

# Compliance

## Residential Verified Infraction Statistics by Industry Cases Opened January through December 2011

<b>ELECTRIC</b>	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	41	26	56	18	3	19	28
Title 66	8	4	8	3	3	3	4
<b>Total</b>	<b>49</b>	<b>30</b>	<b>64</b>	<b>21</b>	<b>6</b>	<b>22</b>	<b>32</b>
<b>GAS</b>	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	9	7	5	27	5	9	5
Title 66	4	3	0	2	0	1	0
<b>Total</b>	<b>13</b>	<b>10</b>	<b>5</b>	<b>29</b>	<b>5</b>	<b>10</b>	<b>5</b>
<b>WATER</b>	Aqua PA		PA American		Other Class A		
Chapter 56	17		13		0		
Title 66	3		0		1		
<b>Total</b>	<b>20</b>		<b>13</b>		<b>1</b>		
<b>TELEPHONE</b>	CenturyLink	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream	
Chapter 63	23	77	5	114	2,283	19	
Chapter 64	78	73	23	52	1,011	40	
<b>Total</b>	<b>101</b>	<b>150</b>	<b>28</b>	<b>166</b>	<b>3,294</b>	<b>59</b>	

Infraction data on this page is accurate as of 02/09/12.

## 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.