

Quarterly Update to UCARE Report

January – March 2012

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 2012

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,614	228	4,443	53	10,372
Gas	580	62	1,471	15	1,570
Water	185	34	751	1	797
Telephone	700	94	99	3	1,085
Other	2	0	1	0	626
Total	3,081	418	6,765	72	14,450

*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 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2011	2012	Percent Change
Duquesne	135	140	4%	886	1,174	33%	1,239	1,515	22%
Met-Ed	151	336	123%	226	329	46%	733	971	33%
PECO	359	308	-14%	700	642	-8%	2,726	2,011	-26%
Penelec	106	188	77%	163	282	73%	568	1,155	103%
Penn Power	19	41	116%	62	63	2%	178	344	93%
PPL	289	206	-29%	2,610	1,538	-41%	2,145	2,335	9%
West Penn	95	103	8%	335	275	-18%	858	994	16%
Total	1,154	1,322	15%	4,982	4,303	-14%	8,447	9,325	10%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	140	N/A	1,174	N/A
Met-Ed	336	N/A	329	N/A
PECO	308	N/A	642	N/A
Penelec	188	N/A	282	N/A
Penn Power	41	N/A	63	N/A
PPL**	206	N/A	1,538	N/A
West Penn	103	N/A	275	N/A
Total	1,322		4,303	
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 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Duquesne	14.5	9.6	3.9	3.9
Met-Ed	8.9	12.2	1.9	5.2
PECO	9.0	8.8	2.9	3.0
Penelec	9.8	10.3	2.2	4.6
Penn Power	9.4	11.0	1.6	4.5
PPL	17.6	20.7	4.7	5.0
West Penn	5.0	7.9	1.8	1.9
Major Electric	10.6	11.5	2.7	4.0

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/27/12.

Major Natural Gas Distribution Companies

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

January through March 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2012	2012	Percent Change
Columbia	72	58	-19%	140	122	-13%	409	172	-58%
Equitable	38	38	0%	107	114	7%	122	134	10%
National Fuel	27	14	-48%	54	53	-2%	105	74	-30%
Peoples	37	56	51%	91	29	-68%	177	147	-17%
Philadelphia Gas Works	322	285	-12%	244	435	78%	478	453	-5%
UGI Corp	39	48	23%	454	414	-9%	296	241	-19%
UGI Penn Natural	26	28	8%	323	246	-24%	188	141	-25%
Total	561	527	-6%	1,413	1,413	0%	1,775	1,362	-23%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	58	N/A	122	N/A
Equitable	38	N/A	114	N/A
National Fuel	14	N/A	53	N/A
Peoples	56	N/A	29	N/A
Philadelphia Gas Works	285	N/A	435	N/A
UGI Corp	48	N/A	414	N/A
UGI Penn Natural	28	N/A	246	N/A
Total	527		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 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Columbia	7.2	5.7	2.3	2.0
Equitable	0.9	2.8	0.6	1.4
National Fuel	1.9	4.9	1.1	1.4
Peoples	8.0	11.6	4.5	7.7
Philadelphia Gas Works	6.1	14.8	2.6	7.6
UGI Corp	6.2	4.7	1.1	0.9
UGI Penn Natural	1.8	5.3	0.4	0.7
Major Gas	4.6	7.1	1.8	3.1

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/27/12.

Major Water Utilities

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

January through March 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2011	2012	Percent Change
Aqua PA	76	62	-18%	437	353	-19%	249	211	-15%
PA American	108	112	4%	439	349	-21%	345	227	-34%
Other Class A	7	3	-57%	38	35	-8%	47	23	-51%
Total	191	177	-7%	914	737	-19%	641	461	-28%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	62	N/A	353	N/A
PA American	112	N/A	349	N/A
Other Class A	3	N/A	35	N/A
Total	177		737	
Average		N/A		N/A

*N/A – Not Available.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Aqua PA	19.5	6.1	6.5	2.7
PA American	2.8	5.4	1.3	1.7
Other Class A	17.0	13.3	4.2	5.8
Major Water	13.1	8.3	4.0	3.4

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/27/12.

Major Local Telephone Companies

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

January through March 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2011	2012	Percent Change
CenturyLink	12	24	100%	2	9	350%	29	42	45%
Frontier Commonwealth	12	23	92%	3	2	-33%	45	26	-42%
Verizon North	35	23	-34%	3	2	-33%	86	51	-41%
Verizon PA	660	542	-18%	84	76	-10%	1,405	676	-52%
Windstream	11	15	36%	3	0	-100%	33	17	-49%
Total	730	627	-14%	95	89	-6%	1,598	812	-49%

*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 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	24	N/A	9	N/A
Frontier Commonwealth	23	N/A	2	N/A
Verizon North	23	N/A	2	N/A
Verizon PA	542	N/A	76	N/A
Windstream	15	N/A	0	N/A
Total	627		89	
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 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
CenturyLink	25.2	13.0	22.5	5.8
Frontier Commonwealth	29.9	7.0	7.0	8.5
Verizon North	22.0	19.2	14.0	15.5
Verizon PA	22.2	19.0	14.5	10.6
Windstream	25.1	23.2	25.7	0.0
Major Telephone	24.9	16.3	16.7	8.1

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 4/27/12.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2012

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
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	Verizon North	Verizon PA	Windstream		
Chapter 63	N/A	N/A	N/A	N/A	N/A		
Chapter 64	N/A	N/A	N/A	N/A	N/A		
Total	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.