

Quarterly Update to UCARE Report

January – June 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 June 2012

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	3,742	407	18,790	107	21,563
Gas	1,396	102	5,723	42	4,318
Water	361	55	2,218	5	1,742
Telephone	1,266	176	194	6	1,939
Other	3	0	3	0	1,271
Total	6,768	740	26,928	160	30,833

*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 June 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	337	427	27%	2,616	3,160	21%	2,749	3,089	12%
Met-Ed	324	639	97%	918	1,213	32%	1,628	1,938	19%
PECO	826	810	-2%	4,275	3,694	-14%	6,030	4,757	-21%
Penelec	273	418	53%	754	1,034	37%	1,529	2,022	32%
Penn Power	54	85	57%	297	275	-7%	459	566	23%
PPL	629	507	-19%	10,286	8,307	-19%	5,910	5,408	-9%
West Penn	205	292	42%	1,294	697	-46%	1,758	1,798	2%
Total	2,648	3,178	20%	20,440	18,380	-10%	20,063	19,578	-2%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	427	2%	3,160	1%
Met-Ed	639	3%	1,213	1%
PECO	810	0%	3,694	1%
Penelec	418	2%	1,034	0%
Penn Power	85	20%	275	1%
PPL	507	5%	8,307	3%
West Penn	292	1%	697	2%
Total	3,178		18,380	
Average		3%		1%

*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 08/03/12.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Duquesne	15.3	17.1	6.6	8.9
Met-Ed	11.5	15.4	2.4	7.1
PECO	8.5	7.7	3.1	2.7
Penelec	11.7	14.8	2.3	7.2
Penn Power	10.1	13.1	2.5	6.7
PPL	20.0	18.5	8.0	6.3
West Penn	7.5	12.6	3.2	4.1
Major Electric	12.1	14.2	4.0	6.1

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/03/12.

Major Natural Gas Distribution Companies

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

January through June 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
Columbia	125	115	-8%	385	425	10%	664	474	-29%
Equitable	90	97	8%	497	516	4%	423	412	-3%
National Fuel	59	43	-27%	225	249	11%	279	245	-12%
Peoples	90	162	80%	224	320	43%	300	363	21%
Philadelphia Gas Works	586	729	24%	1,393	2,032	46%	1,470	1,518	3%
UGI Corp	88	100	14%	1,161	1,164	<1%	609	538	-12%
UGI Penn Natural	69	67	-3%	813	742	-9%	428	315	-26%
Total	1,107	1,313	19%	4,698	5,448	16%	4,173	3,865	-7%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	115	0%	425	0%
Equitable	97	6%	516	1%
National Fuel	43	13%	249	1%
Peoples	162	4%	320	5%
Philadelphia Gas Works	729	15%	2,032	1%
UGI Corp	100	0%	1,164	0%
UGI Penn Natural	67	0%	742	0%
Total	1,313		5,448	
Average		6%		1%

*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 08/03/12.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Columbia	7.8	5.7	2.8	1.8
Equitable	1.7	2.5	1.0	1.0
National Fuel	5.9	5.4	2.6	2.7
Peoples	11.7	11.9	4.5	5.2
Philadelphia Gas Works	8.0	18.3	4.1	9.9
UGI Corp	4.8	4.2	1.0	1.2
UGI Penn Natural	2.3	5.4	0.5	0.9
Major Gas	6.0	7.6	2.4	3.2

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/03/12.

Major Water Utilities

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

January through June 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	135	111	-18%	778	774	-1%	433	370	-15%
PA American	220	222	1%	1,362	1,307	-4%	1,487	540	-64%
Other Class A	9	16	78%	90	110	22%	85	59	-31%
Total	364	349	-4%	2,230	2,191	-2%	2,005	969	-52%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	111	7%	774	6%
PA American	222	5%	1,307	8%
Other Class A	16	0%	110	0%
Total	349		2,191	
Average		5%		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 08/03/12.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Aqua PA	17.8	6.2	6.6	2.3
PA American	3.1	8.3	2.4	4.9
Other Class A	14.6	4.7	4.0	4.8
Major Water	11.8	6.4	4.3	4.0

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/03/12.

Major Local Telephone Companies

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

January through June 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	33	43	30%	3	16	433%	60	64	7%
Frontier Commonwealth	36	39	8%	4	4	0%	53	46	-13%
Verizon North*	61	44	-28%	7	4	-43%	145	75	-48%
Verizon PA*	1,204	982	-18%	181	147	-19%	2,536	1,219	-52%
Windstream	26	31	19%	4	3	-25%	48	39	-19%
Total	1,360	1,139	-16%	199	174	-13%	2,842	1,443	-49%

*At least part of the reduction in consumer complaints and a portion of the 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 June 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	43	19%	16	100%
Frontier Commonwealth	39	31%	4	0%
Verizon North	44	45%	4	0%
Verizon PA	982	44%	147	5%
Windstream	31	22%	3	0%
Total	1,139		174	
Average		40%		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 08/03/12.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
CenturyLink	25.7	12.9	23.7	6.2
Frontier Commonwealth	18.0	7.2	7.3	6.0
Verizon North	21.0	13.9	13.0	9.5
Verizon PA	21.8	15.6	15.2	8.2
Windstream	22.4	23.7	25.0	14.0
Major Telephone	21.8	14.7	16.8	8.8

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/03/12.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	1	0	0	0	0	4	1
Title 66	0	0	0	0	0	0	0
Total	1	0	0	0	0	4	1
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	0	0	0	0	0	0	1
Title 66	0	1	0	0	0	0	0
Total	0	1	0	0	0	0	1
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	0		0		0		
Title 66	0		0		0		
Total	0		0		0		
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	12	16	39	608	2		
Chapter 64	12	17	19	242	13		
Total	24	33	58	850	15		

Infraction data on this page is accurate as of 08/14/12.

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.