

# **Quarterly Update to UCARE Report**

**January – September 2009**

# 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 arrangement 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.

# Table of Contents

|  |    |
|--|----|
| <b><u>Introduction</u></b> .....   | 2  |
| <b><u>BCS Activity</u></b>   |    |
| ▪ Electric, Gas, Water and Telephone .....   | 4  |
| <b><u>Major Electric Distribution Companies</u></b>  |    |
| ▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies ..... | 5  |
| ▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests .....          | 6  |
| ▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests .....              | 7  |
| <b><u>Major Natural Gas Distribution Companies</u></b>   |    |
| ▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies ..... | 8  |
| ▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests .....          | 9  |
| ▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests .....              | 10 |
| <b><u>Major Water Utilities</u></b>  |    |
| ▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies ..... | 11 |
| ▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests .....          | 12 |
| ▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests .....              | 13 |
| <b><u>Major Local Telephone Companies</u></b>  |    |
| ▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies ..... | 14 |
| ▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests .....          | 15 |
| ▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests .....              | 16 |
| <b><u>Compliance—Residential Verified Infraction Statistics by Industry</u></b>                    |    |
| ▪ Major Electric Distribution Companies .....  | 17 |
| ▪ Major Natural Gas Distribution Companies.....  | 17 |
| ▪ Major Water Utilities.....   | 17 |
| ▪ Major Local Telephone Companies.....   | 17 |
| <b><u>Glossary of Terms</u></b> .....  | 18 |

## BCS Activity

### Total Volume of Consumer Complaints, Payment Arrangement Requests and Inquiries by Industry

January through September 2009

| Industry     | Consumer Complaints |              | Payment Arrangement Requests |             | Inquiries     |
|--------------|---------------------|--------------|------------------------------|-------------|---------------|
|              | Residential         | Commercial*  | Residential                  | Commercial* | All Classes   |
| Electric     | 3,955               | 797          | 27,889                       | 183         | 26,214        |
| Gas          | 3,390               | 346          | 11,343                       | 108         | 13,341        |
| Water        | 860                 | 83           | 3,371                        | 9           | 4,405         |
| Telephone    | 5,120               | 328          | 730                          | 8           | 6,353         |
| Other        | 9                   | 1            | 6                            | 0           | 3,017         |
| <b>Total</b> | <b>13,334</b>       | <b>1,555</b> | <b>43,339</b>                | <b>308</b>  | <b>53,330</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 Arrangement Request and Inquiry Statistics for Major Companies

January through September 2008/2009

| Company      | Residential Consumer Complaints |              |                | Residential Payment Arrangement Requests |               |                | Inquiries (Residential & Commercial) |               |                |
|--------------|---------------------------------|--------------|----------------|--|---------------|----------------|--------------------------------------|---------------|----------------|
|              | 2008                            | 2009         | Percent Change | 2008                                     | 2009          | Percent Change | 2008                                 | 2009          | Percent Change |
| Allegheny    | 396                             | 438          | 11%            | 2,283                                    | 2,455         | 8%             | 1,851                                | 2,546         | 38%            |
| Duquesne     | 455                             | 348          | -24%           | 4,117                                    | 3,568         | -13%           | 2,751                                | 2,861         | 4%             |
| Met-Ed       | 269                             | 365          | 36%            | 2,333                                    | 1,459         | -38%           | 1,481                                | 1,880         | 27%            |
| PECO         | 1,790                           | 1,826        | 2%             | 9,321                                    | 8,538         | -8%            | 10,269                               | 9,604         | -7%            |
| Penelec      | 232                             | 304          | 31%            | 2,158                                    | 1,155         | -47%           | 1,339                                | 1,622         | 21%            |
| Penn Power   | 135                             | 145          | 7%             | 1,052                                    | 594           | -44%           | 798                                  | 790           | -1%            |
| PPL          | 423                             | 459          | 9%             | 8,150                                    | 9,562         | 17%            | 3,784                                | 4,767         | 26%            |
| <b>Total</b> | <b>3,700</b>                    | <b>3,885</b> | <b>5%</b>      | <b>29,414</b>                            | <b>27,331</b> | <b>-7%</b>     | <b>22,273</b>                        | <b>24,070</b> | <b>8%</b>      |

## Major Electric Distribution Companies

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

January through September 2009

| Company        | Consumer Complaints |  | Payment Arrangement Requests |  |
|----------------|---------------------|--|------------------------------|--|
|                | Number Received     | Percent Justified<br>(Closed & Evaluated)* | Number Received              | Percent Justified<br>(Closed & Evaluated)* |
| Allegheny      | 438                 | 9%   | 2,455                        | 9%   |
| Duquesne       | 348                 | 2%   | 3,568                        | 8%   |
| Met-Ed         | 365                 | 4%   | 1,459                        | 9%   |
| PECO           | 1,826               | 9%   | 8,538                        | 11%  |
| Penelec        | 304                 | 3%   | 1,155                        | 11%  |
| Penn Power     | 145                 | 2%   | 594                          | 17%  |
| PPL **         | 459                 | 7%   | 9,562                        | 14%  |
| <b>Total</b>   | <b>3,885</b>        |  | <b>27,331</b>                |  |
| <b>Average</b> |                     | <b>5%</b>                                  |                              | <b>11%</b>                                 |

\*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

# Major Electric Distribution Companies

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

January through September 2008/2009

| Company               | Average Time in Days |             |                              |            |
|-----------------------|----------------------|-------------|------------------------------|------------|
|                       | Consumer Complaints  |             | Payment Arrangement Requests |            |
|                       | 2008                 | 2009*       | 2008                         | 2009*      |
| Allegheny             | 26.9                 | 11.4        | 21.3                         | 7.1        |
| Duquesne              | 24.1                 | 12.4        | 14.1                         | 7.0        |
| Met-Ed                | 13.2                 | 11.7        | 1.9                          | 2.1        |
| PECO                  | 20.1                 | 15.0        | 14.2                         | 4.7        |
| Penelec               | 12.9                 | 12.6        | 2.0                          | 2.2        |
| Penn Power            | 11.9                 | 11.4        | 2.0                          | 1.9        |
| PPL                   | 19.8                 | 19.2        | 6.6                          | 9.0        |
| <b>Major Electric</b> | <b>18.4</b>          | <b>13.4</b> | <b>8.9</b>                   | <b>4.9</b> |

\*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

## Major Natural Gas Distribution Companies

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

January through September 2008/2009

| Company                | Residential Consumer Complaints |              |                | Residential Payment Arrangement Requests |               |                | Inquiries (Residential & Commercial) |               |                |
|------------------------|---------------------------------|--------------|----------------|--|---------------|----------------|--------------------------------------|---------------|----------------|
|                        | 2008                            | 2009         | Percent Change | 2008                                     | 2009          | Percent Change | 2008                                 | 2009          | Percent Change |
| Columbia               | 337                             | 405          | 20%            | 1,156                                    | 929           | -20%           | 1,296                                | 1,117         | -14%           |
| Dominion Peoples       | 592                             | 447          | -25%           | 1,567                                    | 1,004         | -36%           | 1,566                                | 1,412         | -10%           |
| Equitable              | 468                             | 343          | -27%           | 1,866                                    | 1,481         | -21%           | 1,751                                | 1,628         | -7%            |
| National Fuel          | 200                             | 155          | -23%           | 1,424                                    | 1,076         | -24%           | 969                                  | 1,025         | 6%             |
| Philadelphia Gas Works | 1,140                           | 1,629        | 43%            | 3,160                                    | 3,133         | -1%            | 4,125                                | 4,627         | 12%            |
| UGI Corp               | 238                             | 184          | -23%           | 1,947                                    | 1,775         | -9%            | 1,224                                | 1,217         | -1%            |
| UGI Penn Natural       | 77                              | 99           | 29%            | 1,213                                    | 1,289         | 6%             | 499                                  | 702           | 41%            |
| <b>Total</b>           | <b>3,052</b>                    | <b>3,262</b> | <b>7%</b>      | <b>12,333</b>                            | <b>10,687</b> | <b>-13%</b>    | <b>11,430</b>                        | <b>11,728</b> | <b>3%</b>      |

# Major Natural Gas Distribution Companies

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

January through September 2009

| Company                | Consumer Complaints |   | Payment Arrangement Requests |   |
|------------------------|---------------------|---|------------------------------|---|
|                        | Number Received     | Percent Justified<br>(Closed & Evaluated) * | Number Received              | Percent Justified<br>(Closed & Evaluated) * |
| Columbia               | 405                 | 7%  | 929                          | 18%   |
| Dominion Peoples       | 447                 | 13%   | 1,004                        | 17%   |
| Equitable              | 343                 | 8%  | 1,481                        | 6%  |
| National Fuel          | 155                 | 0%  | 1,076                        | 5%  |
| Philadelphia Gas Works | 1,629               | 13%   | 3,133                        | 8%  |
| UGI Corp               | 184                 | 13%   | 1,775                        | 12%   |
| UGI Penn Natural       | 99                  | 5%  | 1,289                        | 12%   |
| <b>Total</b>           | <b>3,262</b>        |   | <b>10,687</b>                |   |
| <b>Average</b>         |                     | <b>10%</b>                                  |                              | <b>12%</b>                                  |

\*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

# Major Natural Gas Distribution Companies

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

January through September 2008/2009

| Company                | Average Time in Days |             |                              |            |
|------------------------|----------------------|-------------|------------------------------|------------|
|                        | Consumer Complaints  |             | Payment Arrangement Requests |            |
|                        | 2008                 | 2009*       | 2008                         | 2009*      |
| Columbia               | 9.6                  | 9.1         | 6.5                          | 3.7        |
| Dominion Peoples       | 22.2                 | 13.0        | 12.4                         | 5.1        |
| Equitable              | 4.1                  | 3.2         | 2.3                          | 1.7        |
| National Fuel          | 14.5                 | 4.8         | 10.5                         | 3.0        |
| Philadelphia Gas Works | 11.4                 | 12.8        | 7.4                          | 8.4        |
| UGI Corp               | 17.0                 | 20.2        | 7.5                          | 7.0        |
| UGI Penn Natural       | 51.0                 | 28.9        | 22.3                         | 7.5        |
| <b>Major Gas</b>       | <b>18.5</b>          | <b>13.1</b> | <b>9.8</b>                   | <b>5.2</b> |

\*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

## Major Water Utilities

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

January through September 2008/2009

| Company       | Residential Consumer Complaints |            |                | Residential Payment Arrangement Requests |              |                | Inquiries (Residential & Commercial) |              |                |
|---------------|---------------------------------|------------|----------------|--|--------------|----------------|--------------------------------------|--------------|----------------|
|               | 2008                            | 2009       | Percent Change | 2008                                     | 2009         | Percent Change | 2008                                 | 2009         | Percent Change |
| Aqua PA       | 241                             | 277        | 15%            | 931                                      | 1,066        | 15%            | 761                                  | 704          | -8%            |
| PA American   | 476                             | 522        | 10%            | 1,965                                    | 2,139        | 9%             | 1,414                                | 2,214        | 57%            |
| Other Class A | 19                              | 21         | 11%            | 121                                      | 121          | 0%             | 173                                  | 93           | -46%           |
| <b>Total</b>  | <b>736</b>                      | <b>820</b> | <b>11%</b>     | <b>3,017</b>                             | <b>3,326</b> | <b>10%</b>     | <b>2,348</b>                         | <b>3,011</b> | <b>28%</b>     |

# Major Water Utilities

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

January through September 2009

| Company        | Consumer Complaints |  | Payment Arrangement Requests |  |
|----------------|---------------------|--|------------------------------|--|
|                | Number Received     | Percent Justified<br>(Closed & Evaluated)* | Number Received              | Percent Justified<br>(Closed & Evaluated)* |
| Aqua PA        | 277                 | 32%  | 1,066                        | 6%   |
| PA American    | 522                 | 11%  | 2,139                        | 10%  |
| Other Class A  | 21                  | 0%   | 121                          | 6%   |
| <b>Total</b>   | <b>820</b>          |  | <b>3,326</b>                 |  |
| <b>Average</b> |                     | <b>18%</b>                                 |                              | <b>9%</b>                                  |

\*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

# Major Water Utilities

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

January through September 2008/2009

| Company            | Average Time in Days |             |                              |            |
|--------------------|----------------------|-------------|------------------------------|------------|
|                    | Consumer Complaints  |             | Payment Arrangement Requests |            |
|                    | 2008                 | 2009*       | 2008                         | 2009*      |
| Aqua PA            | 28.9                 | 20.7        | 23.1                         | 18.2       |
| PA American        | 4.2                  | 4.0         | 1.6                          | 2.0        |
| Other Class A      | 6.8                  | 12.7        | 4.9                          | 6.3        |
| <b>Major Water</b> | <b>13.3</b>          | <b>12.5</b> | <b>9.9</b>                   | <b>8.8</b> |

\*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

## Major Local Telephone Companies

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

January through September 2008/2009

| Company               | Residential Consumer Complaints |              |                | Residential Payment Arrangement Requests |            |                | Inquiries (Residential & Commercial) |              |                |
|-----------------------|---------------------------------|--------------|----------------|--|------------|----------------|--------------------------------------|--------------|----------------|
|                       | 2008                            | 2009         | Percent Change | 2008                                     | 2009       | Percent Change | 2008                                 | 2009         | Percent Change |
| Cavalier              | 160                             | 34           | -79%           | 42                                       | 11         | -74%           | 89                                   | 38           | -57%           |
| Embarq                | 151                             | 68           | -55%           | 27                                       | 8          | -70%           | 181                                  | 129          | -29%           |
| Frontier Commonwealth | 73                              | 63           | -14%           | 10                                       | 12         | 20%            | 76                                   | 99           | 30%            |
| RCN                   | 49                              | 26           | -47%           | 17                                       | 12         | -29%           | 40                                   | 41           | 3%             |
| Verizon North         | 286                             | 254          | -11%           | 38                                       | 35         | -8%            | 191                                  | 266          | 39%            |
| Verizon PA            | 4,783                           | 4,418        | -8%            | 856                                      | 596        | -30%           | 3,258                                | 4,203        | 29%            |
| Windstream            | 62                              | 42           | -32%           | 19                                       | 11         | -42%           | 83                                   | 94           | 13%            |
| <b>Total</b>          | <b>5,564</b>                    | <b>4,905</b> | <b>-12%</b>    | <b>1,009</b>                             | <b>685</b> | <b>-32%</b>    | <b>3,918</b>                         | <b>4,870</b> | <b>24%</b>     |

## Major Local Telephone Companies

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

January through September 2009

| Company               | Consumer Complaints |  | Payment Arrangement Requests |  |
|-----------------------|---------------------|--|------------------------------|--|
|                       | Number Received     | Percent Justified<br>(Closed & Evaluated)* | Number Received              | Percent Justified<br>(Closed & Evaluated)* |
| Cavalier              | 34                  | 53%  | 11                           | 30%  |
| Embarq                | 68                  | 24%  | 8                            | 17%  |
| Frontier Commonwealth | 63                  | 33%  | 12                           | 14%  |
| RCN                   | 26                  | 0%   | 12                           | 13%  |
| Verizon North         | 254                 | 44%  | 35                           | 5%   |
| Verizon PA            | 4,418               | 40%  | 596                          | 19%  |
| Windstream            | 42                  | 29%  | 11                           | 0%   |
| <b>Total</b>          | <b>4,905</b>        |  | <b>685</b>                   |  |
| <b>Average</b>        |                     | <b>39%</b>                                 |                              | <b>17%</b>                                 |

\*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

# Major Local Telephone Companies

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

January through September 2008/2009

| Company                | Average Time in Days |             |                              |             |
|------------------------|----------------------|-------------|------------------------------|-------------|
|                        | Consumer Complaints  |             | Payment Arrangement Requests |             |
|                        | 2008                 | 2009*       | 2008                         | 2009*       |
| Cavalier               | 26.6                 | 24.4        | 20.0                         | 22.8        |
| Embarq                 | 15.5                 | 9.3         | 6.7                          | 8.9         |
| Frontier Commonwealth  | 18.8                 | 18.6        | 15.8                         | 16.7        |
| RCN                    | 24.4                 | 18.0        | 22.6                         | 9.2         |
| Verizon North          | 11.6                 | 14.3        | 5.5                          | 8.8         |
| Verizon PA             | 11.6                 | 14.5        | 6.2                          | 9.6         |
| Windstream             | 12.2                 | 15.4        | 1.4                          | 3.0         |
| <b>Major Telephone</b> | <b>17.2</b>          | <b>16.4</b> | <b>11.2</b>                  | <b>11.3</b> |

\*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

## Compliance

### Residential Verified Infraction Statistics by Industry Cases Opened January through September 2009

| <b>ELECTRIC</b>  | <b>Allegheny Power</b> | <b>Duquesne</b>         | <b>Met-Ed</b>                | <b>PECO</b>          | <b>Penelec</b>                | <b>Penn Power</b>    | <b>PPL</b>              |
|------------------|------------------------|-------------------------|------------------------------|----------------------|-------------------------------|----------------------|-------------------------|
| Chapter 56       | 6                      | 2                       | 1                            | 4                    | 1                             | 1                    | 4                       |
| Title 66         | 5                      | 3                       | 3                            | 4                    | 1                             | 0                    | 5                       |
| <b>Total</b>     | <b>11</b>              | <b>5</b>                | <b>4</b>                     | <b>8</b>             | <b>2</b>                      | <b>1</b>             | <b>9</b>                |
| <b>GAS</b>       | <b>Columbia</b>        | <b>Dominion Peoples</b> | <b>Equitable</b>             | <b>National Fuel</b> | <b>Philadelphia Gas Works</b> | <b>UGI Corp</b>      | <b>UGI Penn Natural</b> |
| Chapter 56       | 10                     | 17                      | 10                           | 0                    | 16                            | 10                   | 1                       |
| Title 66         | 2                      | 1                       | 2                            | 0                    | 8                             | 2                    | 0                       |
| <b>Total</b>     | <b>12</b>              | <b>18</b>               | <b>12</b>                    | <b>0</b>             | <b>24</b>                     | <b>12</b>            | <b>1</b>                |
| <b>WATER</b>     | <b>Aqua PA</b>         |                         | <b>PA American</b>           |                      |                               | <b>Other Class A</b> |                         |
| Chapter 56       | 19                     |                         | 11                           |                      |                               | 0                    |                         |
| Title 66         | 3                      |                         | 1                            |                      |                               | 0                    |                         |
| <b>Total</b>     | <b>22</b>              |                         | <b>12</b>                    |                      |                               | <b>0</b>             |                         |
| <b>TELEPHONE</b> | <b>Cavalier</b>        | <b>Embarq</b>           | <b>Frontier Commonwealth</b> | <b>RCN</b>           | <b>Verizon North</b>          | <b>Verizon PA</b>    | <b>Windstream</b>       |
| Chapter 63       | 11                     | 1                       | 8                            | 1                    | 57                            | 857                  | 7                       |
| Chapter 64       | 25                     | 7                       | 8                            | 1                    | 33                            | 275                  | 2                       |
| <b>Total</b>     | <b>36</b>              | <b>8</b>                | <b>16</b>                    | <b>2</b>             | <b>90</b>                     | <b>1,132</b>         | <b>9</b>                |

\* Infraction data on this page is accurate as of 11/05/09.

## 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 Arrangement 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 Arrangement Requests** – A payment arrangement 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.