

Quarterly Update to UCARE Report

January – December 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 December 2012

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	7,777	774	36,155	183	42,380
Gas	2,564	189	11,587	78	8,572
Water	724	91	4,606	21	3,826
Telephone	2,446	313	396	10	4,116
Other	5	0	6	0	2,557
Total	13,516	1,367	52,750	292	61,451

*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 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	779	822	6%	5,615	6,023	7%	5,115	5,773	13%
Met-Ed	969	1,181	22%	2,121	2,380	12%	3,804	3,525	-7%
PECO	1,732	1,564	-10%	9,053	7,913	-13%	10,637	10,816	2%
Penelec	559	710	27%	1,860	2,108	13%	2,914	3,357	15%
Penn Power	139	154	11%	663	607	-8%	774	910	18%
PPL	1,237	950	-23%	19,822	14,895	-25%	11,127	9,737	-12%
West Penn	466	900	93%	2,615	1,438	-45%	2,918	3,575	23%
Total	5,881	6,281	7%	41,749	35,364	-15%	37,289	37,693	1%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	822	11%	6,023	<1%
Met-Ed	1,181	12%	2,380	2%
PECO	1,564	11%	7,913	1%
Penelec	710	5%	2,108	1%
Penn Power	154	11%	607	2%
PPL	950	11%	14,895	3%
West Penn	900	12%	1,438	2%
Total	6,281		35,364	
Average		11%		2%

*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 02/01/13.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Duquesne	17.6	19.3	8.9	10.7
Met-Ed	12.1	15.2	2.9	7.5
PECO	8.1	7.5	3.0	2.7
Penelec	12.1	15.4	2.8	7.4
Penn Power	10.5	13.2	3.0	7.1
PPL	20.4	17.8	8.8	6.6
West Penn	12.1	17.3	4.3	6.8
Major Electric	13.3	15.1	4.8	7.0

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/13.

Major Natural Gas Distribution Companies

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

January through December 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	229	220	-4%	841	849	1%	1,037	1,050	1%
Equitable	168	179	7%	1,221	1,061	-13%	813	779	-4%
National Fuel	115	100	-13%	559	676	21%	555	511	-8%
Peoples	214	303	42%	374	522	40%	463	588	27%
Philadelphia Gas Works	1,122	1,317	17%	3,252	4,038	24%	2,945	3,168	8%
UGI Corp	175	189	8%	2,717	2,367	-13%	1,279	1,036	-19%
UGI Penn Natural	132	117	-11%	1,814	1,528	-16%	765	585	-24%
Total	2,155	2,425	13%	10,778	11,041	2%	7,857	7,717	-2%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	220	8%	849	0%
Equitable	179	6%	1,061	<1%
National Fuel	100	10%	676	1%
Peoples	303	17%	522	4%
Philadelphia Gas Works	1,317	18%	4,038	2%
UGI Corp	189	9%	2,367	0%
UGI Penn Natural	117	15%	1,528	0%
Total	2,425		11,041	
Average		12%		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 02/01/13.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Columbia	7.2	5.4	2.4	2.0
Equitable	2.8	3.0	1.3	0.9
National Fuel	6.9	5.2	2.6	2.4
Peoples	13.4	8.4	5.8	4.0
Philadelphia Gas Works	11.6	20.2	5.5	11.0
UGI Corp	5.1	5.4	1.1	1.6
UGI Penn Natural	4.5	6.1	1.0	1.5
Major Gas	7.4	7.7	2.8	3.3

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/13.

Major Water Utilities

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

January through December 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	294	258	-12%	1,501	1,627	8%	1,148	800	-30%
PA American	441	403	-9%	2,844	2,689	-5%	2,186	1,182	-46%
Other Class A	22	34	55%	176	229	30%	150	128	-15%
Total	757	695	-8%	4,521	4,545	1%	3,484	2,110	-39%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	258	31%	1,627	4%
PA American	403	21%	2,689	4%
Other Class A	34	8%	229	0%
Total	695		4,545	
Average		24%		3%

*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 02/01/13.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Aqua PA	14.3	7.1	5.2	2.8
PA American	3.5	6.6	1.8	3.4
Other Class A	19.7	5.9	3.8	4.6
Major Water	12.5	6.5	3.6	3.6

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/13.

Major Local Telephone Companies

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

January through December 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	93	87	-6%	25	30	20%	118	125	6%
Frontier Commonwealth	86	86	0%	8	11	38%	83	84	1%
Verizon North*	121	96	-21%	17	8	-53%	217	130	-40%
Verizon PA*	2,764	1,908	-31%	336	305	-9%	4,603	2,668	-42%
Windstream	66	62	-6%	8	6	-25%	83	87	5%
Total	3,130	2,239	-28%	394	360	-9%	5,104	3,094	-39%

*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 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	87	25%	30	25%
Frontier Commonwealth	86	38%	11	25%
Verizon North	96	43%	8	0%
Verizon PA	1,908	51%	305	3%
Windstream	62	17%	6	0%
Total	2,239		360	
Average		47%		4%

*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 02/01/13.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
CenturyLink	22.4	13.3	14.4	8.3
Frontier Commonwealth	14.1	9.3	6.1	7.3
Verizon North	19.1	14.8	8.5	11.5
Verizon PA	18.6	15.8	11.3	7.3
Windstream	18.9	23.3	18.5	21.2
Major Telephone	18.6	15.3	11.8	11.1

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/13.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	37	65	18	18	3	22	19
Title 66	0	0	0	1	0	0	0
Total	37	65	18	19	3	22	19
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	7	4	3	38	21	8	4
Title 66	0	0	1	0	0	0	0
Total	7	4	4	38	21	8	4
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	102		103		1		
Title 66	1		0		0		
Total	103		103		1		
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	21	32	66	1,590	5		
Chapter 64	22	41	37	546	14		
Total	43	73	103	2,136	19		

Infraction data on this page is accurate as of 02/14/13.

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.