

Quarterly Update to UCARE Report

January – March 2016

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 2016

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,274	114	3,649	67	2,680
Gas	327	25	1,778	23	1,045
Water	139	6	657	6	377
Telephone	288	38	19	1	366
Other	1	0	0	0	223
Total	2,029	183	6,103	97	4,691

*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 2015/2016

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
Duquesne	125	125	0%	93	320	244%	267	268	<1%
Met-Ed	187	125	-33%	544	386	-29%	453	262	-42%
PECO	259	158	-39%	772	679	-12%	588	401	-32%
Penelec	116	118	2%	537	350	-35%	399	279	-30%
Penn Power	29	147	407%	167	172	3%	105	222	111%
PPL	160	95	-41%	990	1,118	13%	601	562	-6%
West Penn	131	138	5%	367	294	-20%	374	236	-37%
Total	1,007	906	-10%	3,470	3,319	-4%	2,787	2,230	-20%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	125	N/A	320	N/A
Met-Ed	125	N/A	386	N/A
PECO	158	N/A	679	N/A
Penelec	118	N/A	350	N/A
Penn Power	147	N/A	172	N/A
PPL	95	N/A	1,118	N/A
West Penn	138	N/A	294	N/A
Total	906		3,319	
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 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
Duquesne	13.2	20.4	8.2	11.1
Met-Ed	13.5	9.3	4.4	3.8
PECO	11.1	10.7	3.3	3.1
Penelec	10.6	10.0	4.7	3.1
Penn Power	10.8	7.9	5.0	4.3
PPL	20.8	10.0	13.4	4.1
West Penn	10.1	9.7	4.1	4.6
Major Electric	13.2	10.7	6.9	4.3

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/01/16.

Major Natural Gas Distribution Companies

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

January through March 2015/2016

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
Columbia	30	30	0%	89	109	22%	91	81	-11%
National Fuel	14	16	14%	44	39	-11%	34	25	-26%
Peoples	39	21	-46%	71	50	-30%	79	47	-41%
Peoples-Equitable	31	17	-45%	62	42	-32%	44	29	-34%
Philadelphia Gas Works	224	159	-29%	747	656	-12%	460	436	-5%
UGI Corp	40	29	-28%	247	507	105%	111	252	127%
UGI Penn Natural	14	17	21%	188	346	84%	63	109	73%
Total	392	289	-26%	1,448	1,749	21%	882	979	11%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	30	N/A	109	N/A
National Fuel	16	N/A	39	N/A
Peoples	21	N/A	50	N/A
Peoples-Equitable	17	N/A	42	N/A
Philadelphia Gas Works	159	N/A	656	N/A
UGI Corp	29	N/A	507	N/A
UGI Penn Natural	17	N/A	346	N/A
Total	289		1,749	
Average		N/A		N/A

*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 04/01/16.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
Columbia	6.5	5.1	1.4	1.1
National Fuel	3.6	4.4	2.3	1.4
Peoples	1.0	2.1	0.6	1.3
Peoples-Equitable	1.5	1.8	0.8	1.1
Philadelphia Gas Works	7.2	5.5	3.1	2.1
UGI Corp	7.1	8.3	2.3	0.8
UGI Penn Natural	6.4	11.4	2.1	1.1
Major Gas	5.9	5.7	2.5	1.4

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/01/16.

Major Water Utilities

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

January through March 2015/2016

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
Aqua PA	45	46	2%	156	170	9%	78	85	9%
PA American	80	78	-3%	433	422	-3%	141	172	22%
Other Class A	14	7	-50%	33	49	48%	58	17	-71%
Total	139	131	-6%	622	641	3%	277	274	-1%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	46	N/A	170	N/A
PA American	78	N/A	422	N/A
Other Class A	7	N/A	49	N/A
Total	131		641	
Average		N/A		N/A

*N/A – Not Available

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
Aqua PA	23.9	27.2	21.8	17.3
PA American	13.2	17.5	6.4	9.2
Other Class A	5.3	6.0	3.6	3.7
Major Water	16.0	20.5	10.2	10.9

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/01/16.

Major Local Telephone Companies

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

January through March 2015/2016

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
CenturyLink	6	11	83%	0	2	<1%	10	15	50%
Frontier Commonwealth	8	11	38%	1	3	200%	3	10	233%
Verizon North	6	12	100%	0	1	<1%	7	12	71%
Verizon PA	195	237	22%	23	11	-52%	166	244	47%
Windstream	7	3	-57%	0	0	0%	6	10	67%
Total	222	274	23%	24	17	-29%	192	291	52%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	11	N/A	2	N/A
Frontier Commonwealth	11	N/A	3	N/A
Verizon North	12	N/A	1	N/A
Verizon PA	237	N/A	11	N/A
Windstream	3	N/A	0	N/A
Total	274		17	
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 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
CenturyLink	21.8	5.2	0.0	1.0
Frontier Commonwealth	10.9	10.1	13.0	12.3
Verizon North	25.8	9.9	0.0	0.0
Verizon PA	9.9	10.9	4.4	8.0
Windstream	20.3	23.5	0.0	0.0
Major Telephone	11.0	10.7	4.8	7.9

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/01/16.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2016

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 and Other	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	National Fuel	Peoples	Peoples-Equitable	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 and Other	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 and Other	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		
Title 66	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.