

Quarterly Update to UCARE Report

January – June 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 June 2016

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	2,548	201	18,908	150	8,976
Gas	707	45	7,163	45	3,453
Water	262	16	1,949	17	787
Telephone	693	97	47	4	696
Other	3	0	3	0	371
Total	4,213	359	28,070	216	14,283

*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 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	232	249	7%	762	1,382	81%	640	631	-1%
Met-Ed	369	295	-20%	1,445	2,530	75%	1,072	1,214	13%
PECO	594	397	-33%	2,974	3,123	5%	2,008	1,418	-29%
Penelec	271	287	6%	1,468	2,612	78%	994	1,380	39%
Penn Power	67	218	225%	414	912	120%	278	544	96%
PPL	412	241	-42%	6,378	5,874	-8%	2,769	1,937	-30%
West Penn	281	307	9%	1,024	1,788	75%	966	1,014	5%
Total	2,226	1,994	-10%	14,465	18,221	26%	8,727	8,138	-7%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	249	0%	1,382	25%
Met-Ed	295	0%	2,530	17%
PECO	397	0%	3,123	8%
Penelec	287	8%	2,612	13%
Penn Power	218	0%	912	11%
PPL	241	0%	5,874	5%
West Penn	307	0%	1,788	9%
Total	1,994		18,221	
Average		1%		12%

*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 07/15/16.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
Duquesne	16.1	23.6	7.9	15.1
Met-Ed	14.7	15.1	6.4	7.5
PECO	11.9	12.7	3.8	3.7
Penelec	13.6	14.4	6.0	7.7
Penn Power	14.7	12.5	6.1	7.0
PPL	19.3	11.4	17.3	9.6
West Penn	13.5	14.9	5.9	8.1
Major Electric	14.7	14.7	10.7	8.2

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/15/16.

Major Natural Gas Distribution Companies

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

January through June 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	69	60	-13%	329	370	12%	277	267	-4%
National Fuel	35	22	-37%	235	105	-55%	128	39	-70%
Peoples	106	59	-44%	606	408	-33%	321	244	-24%
Peoples-Equitable	63	41	-35%	312	236	-24%	187	123	-34%
Philadelphia Gas Works	488	373	-24%	3,737	3,818	2%	2,188	1,945	-11%
UGI Corp	88	50	-43%	974	1,178	21%	410	399	-3%
UGI Penn Natural	50	34	-32%	667	761	14%	234	204	-13%
Total	899	639	-29%	6,860	6,876	<1%	3,745	3,221	-14%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	60	0%	370	3%
National Fuel	22	0%	105	7%
Peoples	59	0%	408	3%
Peoples-Equitable	41	0%	236	15%
Philadelphia Gas Works	373	8%	3,818	6%
UGI Corp	50	0%	1,178	8%
UGI Penn Natural	34	14%	761	14%
Total	639		6,876	
Average		3%		8%

*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 07/15/16.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
Columbia	5.4	5.2	1.6	1.4
National Fuel	4.5	5.0	2.6	2.5
Peoples	2.8	3.8	1.4	1.2
Peoples-Equitable	2.0	3.7	0.7	1.9
Philadelphia Gas Works	15.2	13.3	7.5	6.3
UGI Corp	14.1	6.6	4.5	1.1
UGI Penn Natural	15.3	7.5	4.2	1.1
Major Gas	11.6	9.9	5.5	4.0

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/15/16.

Major Water Utilities

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

January through June 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	91	71	-22%	347	335	-3%	148	126	-15%
PA American	172	154	-10%	1,561	1,475	-6%	439	414	-6%
Other Class A	27	22	-19%	86	115	34%	82	29	-65%
Total	290	247	-15%	1,994	1,925	-3%	669	569	-15%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	71	0%	335	5%
PA American	154	0%	1,475	13%
Other Class A	22	0%	115	0%
Total	247		1,925	
Average		0%		9%

*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 07/15/16.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
Aqua PA	22.1	24.6	17.9	14.2
PA American	18.2	20.4	10.5	13.9
Other Class A	8.0	8.8	3.5	5.2
Major Water	18.6	20.5	11.5	13.4

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/15/16.

Major Local Telephone Companies

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

January through June 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	10	24	140%	2	6	200%	12	27	125%
Frontier Commonwealth	18	36	100%	1	5	400%	10	27	170%
Verizon North	12	32	167%	1	1	0%	11	28	155%
Verizon PA	346	547	58%	42	32	-24%	260	436	68%
Windstream	16	14	-13%	1	1	0%	11	14	27%
Total	402	653	62%	47	45	-4%	304	532	75%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2016

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	24	0%	6	0%
Frontier Commonwealth	36	60%	5	100%
Verizon North	32	63%	1	0%
Verizon PA	547	0%	32	0%
Windstream	14	0%	1	0%
Total	653		45	
Average		42%		14%

*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 07/15/16.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2015	2016*	2015	2016*
CenturyLink	21.0	7.2	10.0	1.3
Frontier Commonwealth	16.9	17.1	13.0	14.4
Verizon North	20.4	15.7	0.0	27.0
Verizon PA	10.2	13.7	5.4	11.0
Windstream	21.2	27.6	11.0	21.0
Major Telephone	11.5	14.0	5.8	10.7

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/15/16.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	2	0	51	0	0	0	0
Title 66 and Other	0	0	0	0	0	0	0
Total	2	0	51	0	0	0	0
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	0	0	0	0	0	0	0
Title 66 and Other	0	0	0	0	0	1	0
Total	0	0	0	0	0	1	0
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	0		0			0	
Title 66 and Other	0		1			0	
Total	0		1			0	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	0	10	11	0	2		
Chapter 64	0	22	11	0	2		
Title 66	0	0	1	0	1		
Total	0	32	23	0	5		

Infraction data on this page is accurate as of 07/21/16.

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.