

Quarterly Update to UCARE Report

January – March 2008

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.

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BCS Activity

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

January through March 2008

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,298	227	3,803	41	5,977
Gas	1,206	124	1,908	20	3,763
Water	276	31	765	0	1,129
Telephone	2,275	124	367	3	2,198
Other	0	0	2	0	1,002
Total	5,055	506	6,845	64	14,069

*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 March 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential and Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Allegheny	91	118	30%	173	261	51%	461	497	8%
Duquesne	86	119	38%	476	763	60%	575	735	28%
Met-Ed	46	102	122%	390	525	35%	381	457	20%
PECO	704	674	-4%	659	1,031	56%	2,593	2,489	-4%
Penelec	53	67	26%	430	518	21%	380	402	6%
Penn Power	46	25	-46%	140	240	71%	474	208	-56%
PPL	89	151	70%	445	408	-8%	558	579	4%
Total	1,115	1,256	13%	2,713	3,746	38%	5,422	5,367	-1%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	118	N/A	261	N/A
Duquesne	119	N/A	763	N/A
Met-Ed	102	N/A	525	N/A
PECO	674	N/A	1,031	N/A
Penelec	67	N/A	518	N/A
Penn Power	25	N/A	240	N/A
PPL	151	N/A	408	N/A
Total	1,256	N/A	3,746	N/A
Average		N/A		N/A

*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 05/02/08.

N/A=Not Available

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Allegheny Power	8.2	6.0	1.9	1.9
Duquesne	16.1	19.0	7.7	10.0
Met-Ed	16.1	14.6	2.4	1.6
PECO	17.5	14.9	8.7	5.2
Penelec	14.5	12.1	2.4	1.8
Penn Power	15.2	11.8	2.2	1.7
PPL	25.0	23.3	3.5	5.5
Major Electric	16.1	14.5	4.1	4.0

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/08.

Major Natural Gas Distribution Companies

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

January through March 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Columbia	107	84	-22%	126	209	66%	363	450	24%
Dominion Peoples	215	206	-4%	311	351	13%	648	465	-28%
Equitable	245	202	-18%	242	205	-15%	588	418	-29%
National Fuel	51	58	14%	165	204	24%	225	236	5%
Philadelphia Gas Works	507	499	-2%	459	609	33%	1,621	1,349	-17%
UGI Corp	111	102	-8%	218	193	-12%	490	307	-37%
UGI Penn Natural	25	27	8%	94	66	-30%	94	86	-9%
Total	1,261	1,178	-7%	1,615	1,837	14%	4,029	3,311	-18%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	84	N/A	209	N/A
Dominion Peoples	206	N/A	351	N/A
Equitable	202	N/A	205	N/A
National Fuel	58	N/A	204	N/A
Philadelphia Gas Works	499	N/A	609	N/A
UGI Corp	102	N/A	193	N/A
UGI Penn Natural	27	N/A	66	N/A
Total	1,178	N/A	1,837	N/A
Average		N/A		N/A

*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 05/02/08.

N/A=Not Available

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008	2007	2008
Columbia	7.5	9.2	5.6	7.3
Dominion Peoples	14.8	23.7	13.8	14.7
Equitable	4.2	4.6	2.1	2.0
National Fuel	13.8	6.2	2.8	1.9
Philadelphia Gas Works	4.0	4.5	5.1	2.9
UGI Corp	12.8	14.1	4.9	6.2
UGI Penn Natural	20.6	45.5	8.5	8.7
Major Gas	11.1	15.4	6.1	6.2

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/08.

Major Water Utilities

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

January through March 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Aqua PA	55	94	71%	126	279	121%	249	366	47%
PA American	153	161	5%	459	440	-4%	617	445	-28%
Other Class A	12	5	-58%	24	32	33%	50	38	-24%
Total	220	260	18%	609	751	23%	916	849	-7%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	94	N/A	279	N/A
PA American	161	N/A	440	N/A
Other Class A	5	N/A	32	N/A
Total	260	N/A	751	N/A
Average		N/A		N/A

*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 05/02/08.

N/A=Not Available

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008	2007	2008
Aqua PA	25.0	32.9	17.5	24.9
PA American	4.5	3.0	2.9	1.4
Other Class A	19.9	3.0	2.2	3.6
Major Water	16.5	13.0	7.5	10.0

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/08.

Major Local Telephone Companies

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

January through March 2007/2008

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2007	2008	Percent Change	2007	2008	Percent Change	2007	2008	Percent Change
Cavalier	55	73	33%	14	20	43%	28	35	25%
Comcast Digital Phone	33	12	-64%	7	3	-57%	59	64	9%
Embarq	69	55	-20%	10	7	-30%	108	81	-25%
Frontier Commonwealth	18	25	39%	2	1	-50%	77	26	-66%
MCI Local	45	14	-69%	7	2	-71%	36	10	-72%
RCN	10	16	60%	3	4	33%	18	16	-11%
Verizon North	126	122	-3%	13	14	8%	116	81	-30%
Verizon PA	1,185	1,775	50%	228	286	25%	1,230	1,309	6%
Windstream	22	24	9%	10	6	-40%	56	40	-29%
Total	1,563	2,116	35%	294	343	17%	1,728	1,662	-4%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed and Evaluated)*
Cavalier	73	N/A	20	N/A
Comcast Digital Phone	12	N/A	3	N/A
Embarq	55	N/A	7	N/A
Frontier Commonwealth	25	N/A	1	N/A
MCI Local	14	N/A	2	N/A
RCN	16	N/A	4	N/A
Verizon North	122	N/A	14	N/A
Verizon PA	1,775	N/A	286	N/A
Windstream	24	N/A	6	N/A
Total	2,116	N/A	343	N/A
Average		N/A		N/A

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangements that BCS evaluated as of 05/02/08.

N/A=Not Available

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008	2007	2008
Cavalier	21.1	28.1	17.9	27.9
Comcast Digital Phone	7.5	15.3	1.6	2.0
Embarq	15.5	14.7	9.9	9.2
Frontier Commonwealth	7.1	10.7	0.5	12.0
MCI Local	15.7	19.4	9.4	5.0
RCN	27.1	24.4	23.0	19.3
Verizon North	9.3	12.0	3.9	4.6
Verizon PA	10.3	12.2	4.3	6.7
Windstream	14.8	14.3	1.4	1.5
Major Telephone	14.3	16.8	8.0	9.8

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/08.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2008

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL		
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Title 66	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	Dominion Peoples	Equitable	National Fuel	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	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	N/A		N/A			N/A			
Total	N/A		N/A			N/A			
TELEPHONE	Cavalier	Comcast Digital Phone	Embarq	Frontier Commonwealth	MCI Local	RCN	Verizon North	Verizon PA	Windstream
Chapter 63	24	12	0	6	8	4	37	433	1
Chapter 64	14	3	5	3	2	1	3	23	2
Total	38	15	5	9	10	5	40	456	3

*Infraction data on this page is accurate as of 6/3/08.
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 Arrangement Requests (PARs) – Consumer requests for payment plans in the following situations: suspension/termination of pending service, suspended/terminated service in need of restoration, or the retirement of 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.