

Quarterly Update to UCARE Report

January – December 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 December 2008

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	5,288	956	38,655	256	30,674
Gas	4,243	414	16,538	121	16,156
Water	1,231	116	4,039	9	4,225
Telephone	7,789	485	1,424	5	7,494
Other	4	3	17	0	3,597
Total	18,555	1,974	60,673	391	62,146

*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 December 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
Allegheny	459	513	12%	2,440	2,872	18%	3,063	2,213	-28%
Duquesne	440	649	48%	3,508	5,085	45%	3,285	3,257	-1%
Met-Ed	338	378	12%	2,800	2,857	2%	1,925	1,877	-3%
PECO	2,761	2,538	-8%	7,730	13,455	74%	12,677	13,535	7%
Penelec	300	324	8%	2,915	2,653	-9%	1,912	1,642	-14%
Penn Power	137	187	37%	1,222	1,290	6%	1,344	960	-29%
PPL	526	565	7%	6,988	9,786	40%	4,547	4,581	1%
Total	4,961	5,154	4%	27,603	37,998	38%	28,753	28,065	-2%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	513	13%	2,872	6%
Duquesne	649	6%	5,085	8%
Met-Ed	378	20%	2,857	19%
PECO	2,538	16%	13,455	26%
Penelec	324	21%	2,653	14%
Penn Power	187	14%	1,290	23%
PPL	565	16%	9,786	29%
Total	5,154		37,998	
Average		15%		19%

*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 02/01/09.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Allegheny	14.5	22.6	11.9	18.1
Duquesne	24.0	23.5	20.7	14.0
Met-Ed	16.3	12.0	2.1	1.9
PECO	22.1	20.3	12.8	13.7
Penelec	13.3	12.0	2.0	1.9
Penn Power	15.7	11.3	2.0	1.9
PPL	22.3	18.9	3.3	6.6
Major Electric	18.3	17.2	7.8	8.3

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/09.

Major Natural Gas Distribution Companies

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

January through December 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	412	528	28%	1,120	1,477	32%	1,535	1,686	10%
Dominion Peoples	848	793	-7%	2,053	2,009	-2%	2,539	2,025	-20%
Equitable	790	634	-20%	2,607	2,202	-16%	2,630	2,071	-21%
National Fuel	256	268	5%	1,642	1,792	9%	1,323	1,178	-11%
Philadelphia Gas Works	1,744	1,438	-18%	4,058	4,094	1%	6,883	5,017	-27%
UGI Corp	418	328	-22%	2,403	2,631	10%	2,061	1,576	-24%
UGI Penn Natural	100	121	21%	1,482	1,661	12%	689	646	-6%
Total	4,568	4,110	-10%	15,365	15,866	3%	17,660	14,199	-20%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	528	17%	1,477	27%
Dominion Peoples	793	18%	2,009	11%
Equitable	634	11%	2,202	18%
National Fuel	268	12%	1,792	16%
Philadelphia Gas Works	1,438	23%	4,094	20%
UGI Corp	328	20%	2,631	10%
UGI Penn Natural	121	9%	1,661	20%
Total	4,110		15,866	
Average		16%		19%

*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 02/01/09.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Columbia	8.8	9.4	6.1	6.0
Dominion Peoples	22.6	21.5	15.0	12.1
Equitable	4.6	3.8	2.2	2.1
National Fuel	19.8	16.5	9.0	11.7
Philadelphia Gas Works	4.7	11.6	4.5	7.5
UGI Corp	22.4	14.7	16.9	6.5
UGI Penn Natural	40.7	45.1	30.4	22.6
Major Gas	17.7	17.5	12.0	9.8

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/09.

Major Water Utilities

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

January through December 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	366	324	-12%	1,308	1,254	-4%	1,638	931	-43%
PA American	758	732	-3%	2,632	2,555	-3%	3,372	1,753	-48%
Other Class A	56	26	-54%	182	173	-5%	283	179	-37%
Total	1,180	1,082	-8%	4,122	3,982	-3%	5,293	2,863	-46%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	324	40%	1,254	15%
PA American	732	23%	2,555	38%
Other Class A	26	13%	173	4%
Total	1,082		3,982	
Average		28%		23%

*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 02/01/09.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Aqua PA	26.8	26.0	19.7	21.6
PA American	4.0	3.8	4.2	1.5
Other Class A	11.4	8.7	5.6	6.0
Major Water	14.1	12.8	9.8	9.7

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/09.

Major Local Telephone Companies

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

January through December 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	316	198	-37%	87	50	-43%	195	127	-35%
Comcast Digital Phone	132	18	-86%	26	6	-77%	209	176	-16%
Embarq	224	180	-20%	53	30	-43%	349	229	-34%
Frontier Commonwealth	110	95	-14%	13	14	8%	140	102	-27%
MCI Local	113	41	-64%	14	4	-71%	80	17	-79%
RCN	56	58	4%	13	18	39%	53	54	2%
Verizon North	411	382	-7%	80	49	-39%	379	275	-27%
Verizon PA	5,117	6,274	23%	1,246	1,114	-11%	5,083	4,606	-9%
Windstream	86	79	-8%	19	26	37%	149	116	-22%
Total	6,565	7,325	12%	1,551	1,311	-16%	6,637	5,702	-14%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Cavalier	198	76%	50	11%
Comcast Digital Phone	18	43%	6	0%
Embarq	180	29%	30	7%
Frontier Commonwealth	95	53%	14	0%
MCI Local	41	86%	4	25%
RCN	58	58%	18	14%
Verizon North	382	53%	49	7%
Verizon PA	6,274	54%	1,114	21%
Windstream	79	45%	26	4%
Total	7,325		1,311	
Average		54%		17%

*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 02/01/09.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2007/2008

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2007	2008*	2007	2008*
Cavalier	26.5	26.7	26.1	20.2
Comcast Digital Phone	6.1	13.8	3.4	1.5
Embarq	12.6	15.1	7.1	7.1
Frontier Commonwealth	14.9	20.0	5.9	16.1
MCI Local	18.4	21.8	14.3	15.3
RCN	25.1	23.9	18.8	22.9
Verizon North	10.4	11.8	6.1	6.0
Verizon PA	11.4	11.8	4.7	6.6
Windstream	13.9	12.0	2.4	1.2
Major Telephone	15.5	17.4	9.9	10.8

*The 2008 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/01/09.

Compliance

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

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL		
Chapter 56	8	2	1	34	3	0	3		
Title 66	6	3	1	3	1	1	1		
Total	14	5	2	37	4	1	4		
GAS	Columbia	Dominion Peoples	Equitable	National Fuel	Philadelphia Gas Works	UGI Corp	UGI Penn Natural		
Chapter 56	5	27	16	5	53	7	2		
Title 66	2	2	3	1	30	1	0		
Total	7	29	19	6	83	8	2		
WATER	Aqua PA		PA American			Other Class A			
Chapter 56	47		29			1			
Title 66	4		8			0			
Total	51		37			1			
TELEPHONE	Cavalier	Comcast Digital Phone	Embarq	Frontier Commonwealth	MCI Local	RCN	Verizon North	Verizon PA	Wind-stream
Chapter 63	120	13	7	39	49	15	206	4,550	21
Chapter 64	126	5	51	20	6	15	62	661	14
Total	246	18	58	59	55	30	268	5,211	35

*Infraction data on this page is accurate as of 02/10/09.

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.