

Quarterly Update to UCARE Report

January – March 2013

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 2013

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,685	175	3,670	32	9,325
Gas	507	59	1,243	21	1,492
Water	125	15	812	0	731
Telephone	454	89	77	0	782
Other	3	0	0	0	653
Total	2,774	338	5,802	53	12,983

*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 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
Duquesne	139	105	-24%	1,176	944	-20%	1,515	1,280	-16%
Met-Ed	333	190	-43%	329	278	-16%	974	882	-9%
PECO	306	273	-11%	643	544	-15%	2,012	2,296	14%
Penelec	186	147	-21%	283	276	-2%	1,157	842	-27%
Penn Power	40	28	-30%	63	73	16%	345	214	-38%
PPL	203	158	-22%	1,539	1,151	-25%	2,337	1,311	-44%
West Penn	101	240	138%	275	252	-8%	995	1,070	8%
Total	1,308	1,141	-13%	4,308	3,518	-18%	9,335	7,895	-15%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	105	N/A	944	N/A
Met-Ed	190	N/A	278	N/A
PECO	273	N/A	544	N/A
Penelec	147	N/A	276	N/A
Penn Power	28	N/A	73	N/A
PPL	158	N/A	1,151	N/A
West Penn	240	N/A	252	N/A
Total	1,141		3,518	
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 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Duquesne	9.6	2.2	3.9	1.1
Met-Ed	12.3	11.3	5.2	3.2
PECO	8.8	9.0	3.0	3.4
Penelec	10.3	10.2	4.6	3.9
Penn Power	10.5	11.3	4.5	4.2
PPL	20.9	12.5	5.0	6.7
West Penn	8.0	10.7	1.9	3.4
Major Electric	11.5	9.6	4.0	3.7

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 5/10/2013.

Major Natural Gas Distribution Companies

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

January through March 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
Columbia	57	45	-21%	123	128	4%	172	168	-2%
Equitable	36	34	-6%	115	86	-25%	135	138	2%
National Fuel	14	15	7%	53	46	-13%	74	67	-9%
Peoples	56	56	0%	29	27	-7%	147	119	-19%
Philadelphia Gas Works	283	262	-7%	438	318	-27%	453	459	1%
UGI Corp	48	34	-29%	414	376	-9%	241	237	-2%
UGI Penn Natural	27	18	-33%	247	228	-8%	141	101	-28%
Total	521	464	-11%	1,419	1,209	-15%	1,363	1,289	-5%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	45	N/A	128	N/A
Equitable	34	N/A	86	N/A
National Fuel	15	N/A	46	N/A
Peoples	56	N/A	27	N/A
Philadelphia Gas Works	262	N/A	318	N/A
UGI Corp	34	N/A	376	N/A
UGI Penn Natural	18	N/A	228	N/A
Total	464		1,209	
Average		N/A		N/A

*N/A – Not Available.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Columbia	5.8	6.2	2.0	1.9
Equitable	2.9	2.1	1.4	0.6
National Fuel	4.9	4.4	1.4	2.7
Peoples	11.6	2.0	7.7	1.1
Philadelphia Gas Works	14.8	8.2	7.7	4.8
UGI Corp	4.7	10.0	0.9	2.3
UGI Penn Natural	5.5	3.8	0.7	2.5
Major Gas	7.2	5.2	3.1	2.3

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 5/10/2013.

Major Water Utilities

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

January through March 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
Aqua PA	60	47	-22%	353	327	-7%	212	164	-23%
PA American	106	65	-39%	351	429	22%	230	244	6%
Other Class A	3	7	133%	35	47	34%	24	34	42%
Total	169	119	-30%	739	803	9%	466	442	-5%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	47	N/A	327	N/A
PA American	65	N/A	429	N/A
Other Class A	7	N/A	47	N/A
Total	119		803	
Average		N/A		N/A

*N/A – Not Available.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Aqua PA	6.1	7.9	2.7	5.2
PA American	5.6	2.1	1.7	0.8
Other Class A	13.3	7.4	5.8	6.2
Major Water	8.3	5.8	3.4	4.1

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 5/10/2013.

Major Local Telephone Companies

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

January through March 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
CenturyLink	24	15	-38%	9	10	11%	42	35	-17%
Frontier Commonwealth	23	17	-26%	2	2	0%	26	12	-54%
Verizon North	23	19	-17%	2	1	-50%	51	23	-55%
Verizon PA	544	363	-33%	74	59	-20%	677	503	-26%
Windstream	15	12	-20%	0	2	**	17	27	59%
Total	629	426	-32%	87	74	-15%	813	600	-26%

*Since September, 2009, a trial project has been in place with the Commission and 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."

**Residential payment agreement requests for Windstream increased from 0 in the first quarter of 2012 to 2 in the first quarter of 2013. This difference cannot be accurately represented as a percentage.

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	15	N/A	10	N/A
Frontier Commonwealth	17	N/A	2	N/A
Verizon North	19	N/A	1	N/A
Verizon PA	363	N/A	59	N/A
Windstream	12	N/A	2	N/A
Total	426		74	
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 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
CenturyLink	13.0	20.0	5.8	17.9
Frontier Commonwealth	7.0	12.3	8.5	8.0
Verizon North	19.2	14.2	15.5	3.0
Verizon PA	19.0	13.6	10.6	3.0
Windstream	23.2	27.0	0.0	22.5
Major Telephone	16.3	17.4	8.1	10.9

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 5/10/13.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2013

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	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	Equitable	National Fuel	Peoples	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	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		
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.