

# **Quarterly Update to UCARE Report**

**January – December 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 December 2013

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,595	641	39,954	162	37,917
Gas	2,279	199	13,733	89	8,930
Water	543	44	3,899	9	3,487
Telephone	1,683	259	315	2	2,572
Other	8	0	6	0	2,168
<b>Total</b>	<b>11,108</b>	<b>1,143</b>	<b>57,907</b>	<b>262</b>	<b>55,074</b>

\*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 December 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	817	507	-38%	6,025	5,001	-17%	5,777	4,712	-18%
Met-Ed	1,175	822	-30%	2,381	2,618	10%	3,530	3,069	-13%
PECO	1,565	1,225	-22%	7,911	7,425	-6%	10,820	9,140	-16%
Penelec	703	593	-16%	2,108	2,459	17%	3,361	2,939	-13%
Penn Power	153	102	-33%	607	661	9%	911	688	-24%
PPL	940	720	-23%	14,893	19,307	30%	9,746	9,663	-1%
West Penn	894	955	7%	1,437	1,716	19%	3,581	3,478	-3%
<b>Total</b>	<b>6,247</b>	<b>4,924</b>	<b>-21%</b>	<b>35,362</b>	<b>39,187</b>	<b>11%</b>	<b>37,726</b>	<b>33,689</b>	<b>-11%</b>

## Major Electric Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	507	11%	5,001	3%
Met-Ed	822	17%	2,618	7%
PECO	1,225	16%	7,425	2%
Penelec	593	17%	2,459	5%
Penn Power	102	17%	661	3%
PPL	720	10%	19,307	4%
West Penn	955	18%	1,716	6%
<b>Total</b>	<b>4,924</b>		<b>39,187</b>	
<b>Average</b>		<b>16%</b>		<b>4%</b>

\*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 02/07/14.

## Major Electric Distribution Companies

### Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Duquesne	19.4	3.9	10.7	1.1
Met-Ed	15.3	17.0	7.5	6.1
PECO	7.5	8.7	2.7	2.9
Penelec	15.4	15.3	7.4	6.0
Penn Power	13.1	15.4	7.1	5.5
PPL	17.7	18.4	6.6	9.7
West Penn	17.3	16.2	6.8	5.5
<b>Major Electric</b>	<b>15.1</b>	<b>13.6</b>	<b>7.0</b>	<b>5.3</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/07/14.

## Major Natural Gas Distribution Companies

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

January through December 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	220	181	-18%	849	1,030	21%	1,050	771	-27%
Equitable	175	141	-19%	1,062	1,451	37%	782	837	7%
National Fuel	100	94	-6%	676	808	20%	511	466	-9%
Peoples	304	245	-19%	520	610	17%	589	671	14%
Philadelphia Gas Works	1,307	1,185	-9%	4,038	5,247	30%	3,178	3,778	19%
UGI Corp	187	167	-11%	2,366	2,556	8%	1,039	993	-4%
UGI Penn Natural	117	88	-25%	1,528	1,595	4%	585	599	2%
<b>Total</b>	<b>2,410</b>	<b>2,101</b>	<b>-13%</b>	<b>11,039</b>	<b>13,297</b>	<b>20%</b>	<b>7,734</b>	<b>8,115</b>	<b>5%</b>

## Major Natural Gas Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	181	6%	1,030	1%
Equitable	141	6%	1,451	2%
National Fuel	94	19%	808	3%
Peoples	245	16%	610	4%
Philadelphia Gas Works	1,185	21%	5,247	3%
UGI Corp	167	5%	2,556	6%
UGI Penn Natural	88	12%	1,595	7%
<b>Total</b>	<b>2,101</b>		<b>13,297</b>	
<b>Average</b>		<b>13%</b>		<b>4%</b>

\*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 02/07/14.

# Major Natural Gas Distribution Companies

## Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Columbia	5.5	5.3	2.0	2.0
Equitable	3.0	2.4	0.9	0.8
National Fuel	5.2	11.0	2.4	6.5
Peoples	8.4	1.9	4.0	1.2
Philadelphia Gas Works	20.2	18.2	11.0	10.5
UGI Corp	5.4	13.3	1.6	3.6
UGI Penn Natural	6.1	12.2	1.5	4.0
<b>Major Gas</b>	<b>7.7</b>	<b>9.2</b>	<b>3.3</b>	<b>4.1</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/07/14.

## Major Water Utilities

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

January through December 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	258	175	-32%	1,627	1,241	-24%	800	568	-29%
PA American	403	309	-23%	2,690	2,387	-11%	1,182	1,506	27%
Other Class A	34	31	-9%	229	230	<1%	128	143	12%
<b>Total</b>	<b>695</b>	<b>515</b>	<b>-26%</b>	<b>4,546</b>	<b>3,858</b>	<b>-15%</b>	<b>2,110</b>	<b>2,217</b>	<b>5%</b>

# Major Water Utilities

## Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	175	37%	1,241	4%
PA American	309	32%	2,387	13%
Other Class A	31	14%	230	2%
<b>Total</b>	<b>515</b>		<b>3,858</b>	
<b>Average</b>		<b>33%</b>		<b>8%</b>

\*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 02/07/14.

# Major Water Utilities

## Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Aqua PA	7.1	8.6	2.8	5.7
PA American	6.6	4.5	3.4	2.9
Other Class A	5.9	11.1	4.6	4.8
<b>Major Water</b>	<b>6.5</b>	<b>8.1</b>	<b>3.6</b>	<b>4.5</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/07/14.

## Major Local Telephone Companies

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

January through December 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	87	52	-40%	30	31	3%	125	96	-23%
Frontier Commonwealth	86	51	-41%	11	9	-18%	84	56	-33%
Verizon North*	98	102	4%	8	9	13%	130	103	-21%
Verizon PA*	1,905	1,304	-32%	302	239	-21%	2,671	1,580	-41%
Windstream	62	75	21%	6	6	0%	87	69	-21%
<b>Total</b>	<b>2,238</b>	<b>1,584</b>	<b>-29%</b>	<b>357</b>	<b>294</b>	<b>-18%</b>	<b>3,097</b>	<b>1,904</b>	<b>-39%</b>

\*A trial project is being conducted by the Commission with 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. Prior to 2013, if a customer chose the voluntary transfer, BCS categorized the contact as an "inquiry" rather than as a "consumer complaint." Beginning 01/01/13, if a customer chooses the voluntary transfer, the contact is now classified as a "consumer complaint."

## Major Local Telephone Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	52	38%	31	50%
Frontier Commonwealth	51	55%	9	33%
Verizon North	102	46%	9	25%
Verizon PA	1,304	39%	239	3%
Windstream	75	62%	6	100%
<b>Total</b>	<b>1,584</b>		<b>294</b>	
<b>Average</b>		<b>42%</b>		<b>10%</b>

\*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 02/07/14.

## Major Local Telephone Companies

### Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
CenturyLink	13.3	18.3	8.3	14.8
Frontier Commonwealth	9.3	11.8	7.3	9.5
Verizon North	14.9	10.4	11.5	8.1
Verizon PA	15.8	9.8	7.4	2.6
Windstream	24.7	27.6	21.2	23.0
<b>Major Telephone</b>	<b>15.6</b>	<b>15.6</b>	<b>11.1</b>	<b>11.6</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 02/07/14.

# Compliance

## Residential Verified Infraction Statistics by Industry Cases Opened January through December 2013

<b>ELECTRIC</b>	<b>Duquesne</b>	<b>Met-Ed</b>	<b>PECO</b>	<b>Penelec</b>	<b>Penn Power</b>	<b>PPL</b>	<b>West Penn</b>
Chapter 56	30	123	38	88	11	18	181
Title 66	0	1	1	0	0	0	2
<b>Total</b>	<b>30</b>	<b>124</b>	<b>39</b>	<b>88</b>	<b>11</b>	<b>18</b>	<b>183</b>
<b>GAS</b>	<b>Columbia</b>	<b>Equitable</b>	<b>National Fuel</b>	<b>Peoples</b>	<b>Philadelphia Gas Works</b>	<b>UGI Corp</b>	<b>UGI Penn Natural</b>
Chapter 56	5	5	10	33	55	2	6
Title 66	1	0	1	0	8	1	1
<b>Total</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>33</b>	<b>63</b>	<b>3</b>	<b>7</b>
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>			<b>Other Class A</b>	
Chapter 56	93		103			2	
Title 66	2		1			0	
<b>Total</b>	<b>95</b>		<b>104</b>			<b>2</b>	
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>		
Chapter 63	6	40	81	661	150		
Chapter 64	36	36	22	205	23		
<b>Total</b>	<b>42</b>	<b>76</b>	<b>103</b>	<b>866</b>	<b>173</b>		

Infraction data on this page is accurate as of 02/19/14.

## 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.