

# **Quarterly Update to UCARE Report**

**January – March 2021**

# Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telecommunications industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions FKA Inquiries). Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, municipal water, municipal sewer and telecommunications 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, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions) by Industry

January through March 2021

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	1,168	101	1,427	24	886
Gas	410	20	547	10	225
Water	293	39	206	4	266
Telecommunications	327	35	3	0	182
Other***	2	0	1	0	446
<b>Total</b>	<b>2,200</b>	<b>195</b>	<b>2,184</b>	<b>38</b>	<b>2,005</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*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.

\*\*\*Sewer and steam heat complaints are designated as "other" in this table.

## Major Electric Distribution Companies

### Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through March 2020/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
Duquesne	55	96	75%	34	77	126%	78	68	-13%
Met-Ed	114	97	-15%	102	107	5%	151	57	-62%
PECO	290	253	-13%	460	347	-25%	364	258	-29%
Penelec	101	84	-17%	122	114	-7%	140	54	-61%
Penn Power	33	23	-30%	37	26	-30%	38	20	-47%
PPL	114	120	5%	400	575	44%	327	156	-52%
West Penn	101	112	11%	120	138	15%	182	78	-57%
<b>Total</b>	<b>808</b>	<b>785</b>	<b>-3%</b>	<b>1,275</b>	<b>1,384</b>	<b>9%</b>	<b>1,280</b>	<b>691</b>	<b>-46%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

## Major Electric Distribution Companies

### Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	96	21%	77	11%
Met-Ed	97	13%	107	22%
PECO	253	4%	347	6%
Penelec	84	10%	114	25%
Penn Power	23	0%	26	42%
PPL	120	6%	575	13%
West Penn	112	9%	138	24%
<b>Total</b>	<b>785</b>		<b>1,384</b>	
<b>Average</b>		<b>10%</b>		<b>15%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*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 04/02/21.

# Major Electric Distribution Companies

## Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Duquesne	8.2	9.6	2.7	7.1
Met-Ed	12.7	10.2	8.4	4.4
PECO	16.7	16.7	5.8	9.6
Penelec	13.8	9.9	7.2	5.2
Penn Power	13.2	8.9	7.5	6.8
PPL	17.9	19.0	4.5	5.9
West Penn	13.4	10.8	5.9	4.9
<b>Major Electric</b>	<b>14.7</b>	<b>13.1</b>	<b>5.8</b>	<b>6.6</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/02/21.

## Major Natural Gas Distribution Companies

### Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through March 2020/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
Columbia	26	32	23%	40	21	-48%	33	18	-45%
National Fuel	13	16	23%	39	28	-28%	21	7	-67%
Peoples	49	57	16%	26	40	54%	44	22	-50%
Philadelphia Gas Works	144	151	5%	221	325	47%	160	69	-57%
UGI Gas	71	68	-4%	424	130	-70%	221	53	-76%
<b>Total</b>	<b>303</b>	<b>324</b>	<b>7%</b>	<b>750</b>	<b>544</b>	<b>-27%</b>	<b>479</b>	<b>169</b>	<b>-65%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.



# Major Natural Gas Distribution Companies

## Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	32	0%	21	0%
National Fuel	16	33%	28	0%
Peoples	57	0%	40	40%
Philadelphia Gas Works	151	26%	325	13%
UGI Gas	68	23%	130	2%
<b>Total</b>	<b>324</b>		<b>544</b>	
<b>Average</b>		<b>18%</b>		<b>10%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*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 04/02/21.

# Major Natural Gas Distribution Companies

## Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Columbia	10.6	8.6	1.9	7.5
National Fuel	11.8	12.3	5.1	5.9
Peoples	3.4	4.5	1.5	1.2
Philadelphia Gas Works	6.8	17.1	2.6	8.5
UGI Gas	7.2	8.2	1.8	3.3
<b>Major Gas</b>	<b>6.9</b>	<b>11.5</b>	<b>2.2</b>	<b>5.8</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/02/21.

## Major Water Utilities

### Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through March 2020/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
Aqua PA	41	61	49%	77	9	-88%	54	27	-50%
PA American	140	155	11%	354	185	-48%	145	144	-1%
Other Class A	9	9	0%	36	7	-81%	25	7	-72%
<b>Total</b>	<b>190</b>	<b>225</b>	<b>18%</b>	<b>467</b>	<b>201</b>	<b>-57%</b>	<b>224</b>	<b>178</b>	<b>-21%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

# Major Water Utilities

## Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	61	14%	9	0%
PA American	155	4%	185	23%
Other Class A	9	0%	7	0%
<b>Total</b>	<b>225</b>		<b>201</b>	
<b>Average</b>		<b>7%</b>		<b>17%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*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 04/02/21.

# Major Water Utilities

## Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Aqua PA	21.9	14.7	19.2	15.2
PA American	14.1	10.1	5.2	5.9
Other Class A	30.2	23.3	10.4	9.3
<b>Major Water</b>	<b>16.5</b>	<b>12.0</b>	<b>7.6</b>	<b>6.5</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/02/21.

# Municipal Water & Sewer Utilities

## Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through March 2020/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
PWSA-Water**	39	55	41%	18	5	-72%	20	14	-30%
PWSA-Sewer**	4	7	75%	12	0	-100%	4	1	-75%
<b>Total</b>	<b>43</b>	<b>62</b>	<b>44%</b>	<b>30</b>	<b>5</b>	<b>-83%</b>	<b>24</b>	<b>15</b>	<b>-38%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

# Municipal Water & Sewer Utilities

## Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
PWSA-Water***	9.6	6.8	7.3	6.0
PWSA-Sewer***	8.7	6.0	4.3	0.0
<b>Major Water</b>	<b>9.6</b>	<b>6.7</b>	<b>6.1</b>	<b>6.0</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/02/21.

\*\*\*PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

## Major Local Telecommunications Companies

### Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through March 2020/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
CenturyLink	10	19	90%	0	0	0%	6	4	-33%
Frontier Commonwealth	18	15	-17%	1	0	-100%	9	5	-44%
Verizon North	19	16	-16%	0	0	0%	7	3	-57%
Verizon PA	160	218	36%	1	3	200%	95	75	-21%
Windstream	21	17	-19%	1	0	-100%	6	7	17%
<b>Total</b>	<b>228</b>	<b>285</b>	<b>25%</b>	<b>3</b>	<b>3</b>	<b>0%</b>	<b>123</b>	<b>94</b>	<b>-24%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.



# Major Local Telecommunications Companies

## Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	19	100%	0	0%
Frontier Commonwealth	15	50%	0	0%
Verizon North	16	50%	0	0%
Verizon PA	218	49%	3	0%
Windstream	17	44%	0	0%
<b>Total</b>	<b>285</b>		<b>3</b>	
<b>Average</b>		<b>50%</b>		<b>0%</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*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 04/02/21.

# Major Local Telecommunications Companies

## Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through March 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
CenturyLink	15.8	25.2	0.0	0.0
Frontier Commonwealth	11.4	7.4	20.0	0.0
Verizon North	9.5	13.2	0.0	0.0
Verizon PA	11.8	12.3	3.0	3.3
Windstream	6.7	10.6	0.0	0.0
<b>Major Telecommunications</b>	<b>11.2</b>	<b>12.6</b>	<b>7.7</b>	<b>3.3</b>

\*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

\*\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/02/21.

# Compliance

## Snapshot of Residential Verified Infraction Statistics by Industry\* Informal Complaints Opened January through March 2021

<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	12	30	10	1	7	15
Title 66 and Other	1	0	0	0	1	0	0
<b>Total</b>	<b>31</b>	<b>12</b>	<b>30</b>	<b>10</b>	<b>2</b>	<b>7</b>	<b>15</b>
<b>GAS</b>	<b>Columbia</b>	<b>National Fuel</b>	<b>Peoples</b>	<b>Philadelphia Gas Works</b>	<b>UGI Gas</b>		
Chapter 56	0	1	0	92	17		
Title 66 and Other	1	0	0	7	1		
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>99</b>	<b>18</b>		
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>		<b>Other Class A</b>		
Chapter 56	8		21		0		
Title 66 and Other	1		0		0		
<b>Total</b>	<b>9</b>		<b>21</b>		<b>0</b>		
<b>TELECOMMUNICATIONS</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>		
Chapter 30	1	1	4	12	1		
Chapter 63	19	4	21	164	1		
Chapter 64	2	2	1	38	0		
Title 66 and Other	1	2	1	23	0		
<b>Total</b>	<b>23</b>	<b>9</b>	<b>27</b>	<b>237</b>	<b>2</b>		

\*Infraction data on this page is subject to change if the utility disputes infraction(s) or BCS staff discovers additional infraction(s). Final infraction statistics will appear in the annual UCARE report.

## Glossary of Terms

**Consumer Complaint** – Complaint to BCS involving billing, service, rates and other issues not related to requests for payment terms.

**First Contact Resolution (FCR)** – Consumer contact to BCS that require no follow-up investigation beyond the initial contact.

**Infraction** – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

**Major Electric Distribution Companies** – Electric distribution companies with more than 100,000 residential customers.

**Major Local Telecommunications Companies** – Local telecommunications 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 are classified as “Class A.” The tables in this report present individual statistics for the two largest Class A water companies, PAWC and Aqua, and for the “Other Class A” companies as a whole. The “Other Class A” water companies are Audubon Water, Columbia Water, Newtown Artesian Water, SUEZ Water Bethel, SUEZ Water PA, and York Water Company.

**Municipal Water and Sewer Utilities** – Pittsburgh Water & Sewer (PWSA), a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint. Since PWSA’s transition to PUC regulation is ongoing, as described in the annual UCARE report, it is premature for BCS to report data regarding justified consumer complaints/PARs or infractions.

**Payment Arrangement Request (PAR)** – Consumer request 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 Complaint** – A consumer complaint 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. The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.

**Justified PAR** – A Payment Arrangement Request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines. The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.

**Response Time** – The time span in days from the date BCS first contacts the utility regarding a consumer complaint or PAR, to the date on which the utility provides BCS with its report.