

Quarterly Update to UCARE Report

January – September 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 September 2021

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	3,828	257	7,876	173	3,557
Gas	1,307	79	3,465	105	1,116
Water	981	77	976	10	992
Telecommunications	1,233	113	18	0	751
Other***	14	1	2	0	1,649
Total	7,363	527	12,337	288	8,065

*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 September 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	234	416	78%	96	896	833%	230	380	65%
Met-Ed	333	370	11%	245	812	231%	386	296	-23%
PECO	743	874	18%	553	1,726	212%	721	848	18%
Penelec	293	403	38%	268	962	259%	327	288	-12%
Penn Power	78	81	4%	81	258	219%	77	75	-3%
PPL	305	410	34%	603	2,037	238%	572	723	26%
West Penn	376	456	21%	238	1,022	329%	386	344	-11%
Total	2,362	3,010	27%	2,084	7,713	270%	2,699	2,954	9%

*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 September 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	416	11%	896	19%
Met-Ed	370	8%	812	14%
PECO	874	8%	1,726	10%
Penelec	403	5%	962	12%
Penn Power	81	7%	258	22%
PPL	410	6%	2,037	13%
West Penn	456	4%	1,022	12%
Total	3,010		7,713	
Average		7%		14%

*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 10/01/2021.

Major Electric Distribution Companies

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

January through September 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Duquesne	10.6	14.3	4.3	8.8
Met-Ed	11.4	13.6	6.3	5.0
PECO	16.7	15.9	6.3	7.6
Penelec	12.4	13.0	5.3	5.4
Penn Power	11.7	13.1	6.0	6.2
PPL	16.0	18.6	3.8	5.8
West Penn	11.2	13.6	5.4	5.8
Major Electric	13.5	14.9	5.2	6.4

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/01/2021.

Major Natural Gas Distribution Companies

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

January through September 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	65	88	35%	51	259	408%	105	125	19%
National Fuel	39	60	54%	49	162	231%	35	40	14%
Peoples	157	286	82%	51	593	1,063%	81	137	69%
Philadelphia Gas Works	358	473	32%	439	1,842	320%	326	401	23%
UGI Gas	168	213	27%	514	560	9%	312	200	-36%
Total	787	1,120	42%	1,104	3,416	209%	859	903	5%

*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 September 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	88	3%	259	4%
National Fuel	60	4%	162	19%
Peoples	286	2%	593	5%
Philadelphia Gas Works	473	27%	1,842	11%
UGI Gas	213	18%	560	9%
Total	1,120		3,416	
Average		15%		9%

*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 10/01/2021.

Major Natural Gas Distribution Companies

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

January through September 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Columbia	9.2	11.0	1.9	5.8
National Fuel	10.5	13.6	4.7	6.8
Peoples	3.4	4.6	1.7	2.1
Philadelphia Gas Works	8.6	21.8	2.9	16.3
UGI Gas	7.4	7.5	1.6	2.2
Major Gas	7.4	13.0	2.3	9.7

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/01/2021.

Major Water Utilities

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

January through September 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	120	206	72%	88	118	34%	95	207	118%
PA American	410	545	33%	432	781	81%	361	390	8%
Other Class A	46	45	-2%	36	39	8%	48	43	-10%
Total	576	796	38%	556	938	69%	504	640	27%

*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 September 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	206	10%	118	22%
PA American	545	8%	781	12%
Other Class A	45	8%	39	8%
Total	796		938	
Average		8%		13%

*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 10/01/2021.

Major Water Utilities

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

January through September 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Aqua PA	15.3	16.4	17.8	8.7
PA American	12.4	15.2	5.5	9.4
Other Class A	13.8	19.3	10.4	11.8
Major Water	13.1	15.7	7.5	9.4

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/01/2021.

Municipal Water & Sewer Utilities

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

January through September 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**	114	149	31%	28	22	-21%	47	55	17%
PWSA-Sewer**	25	17	-32%	18	7	-61%	7	15	114%
Total	139	166	19%	46	29	-37%	54	70	30%

*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 September 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
PWSA-Water***	11.1	11.4	7.3	10.3
PWSA-Sewer***	8.5	9.8	5.2	11.9
Major Water	10.7	11.3	6.5	10.7

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/01/2021.

***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 September 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	33	144	336%	0	2	N/A	16	41	156%
Frontier Commonwealth	57	92	61%	3	0	-100%	24	36	50%
Verizon North	62	58	-6%	0	0	0%	23	20	-13%
Verizon PA	586	744	27%	3	15	400%	239	322	35%
Windstream	71	81	14%	3	0	-100%	18	21	17%
Total	809	1,119	38%	9	17	89%	320	440	38%

*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 September 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	144	43%	2	0%
Frontier Commonwealth	92	50%	0	0%
Verizon North	58	51%	0	0%
Verizon PA	744	52%	15	0%
Windstream	81	42%	0	0%
Total	1,119		17	
Average		50%		0%

*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 10/01/2021.

Major Local Telecommunications Companies

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

January through September 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
CenturyLink	18.7	20.8	0.0	29.0
Frontier Commonwealth	9.5	11.2	15.0	0.0
Verizon North	13.3	13.6	0.0	0.0
Verizon PA	12.9	14.3	10.7	11.0
Windstream	12.3	15.1	3.5	0.0
Major Telecommunications	12.9	14.9	10.5	12.2

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/01/2021.

Compliance

Snapshot of Residential Verified Infraction Statistics by Industry* Informal Complaints Opened January through September 2021

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	80	44	95	33	11	28	38
Title 66 and Other	19	20	4	12	7	2	18
Total	99	64	99	45	18	30	56
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	5	7	11	191	67		
Title 66 and Other	3	4	9	8	8		
Total	8	11	20	199	75		
WATER	Aqua PA	PA American	Other Class A				
Chapter 56	19	77	9				
Title 66 and Other	5	11	0				
Total	24	88	9				
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	3	3	5	17	8		
Chapter 63	43	50	42	471	21		
Chapter 64	2	4	5	71	0		
Title 66 and Other	5	8	3	46	3		
Total	53	65	55	605	32		

*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.