

Quarterly Update to UCARE Report

January – December 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 December 2021

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	5,065	369	11,029	214	4,819
Gas	1,722	114	5,096	142	1,688
Water	1,284	98	1,595	15	1,347
Telecommunications	1,570	144	16	0	958
Other***	21	1	2	0	2,130
Total	9,662	726	17,738	371	10,942

*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 December 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	343	570	66%	169	1,522	801%	331	521	57%
Met-Ed	436	499	14%	312	1,188	281%	462	445	-4%
PECO	894	1,148	28%	610	2,126	249%	805	1,065	32%
Penelec	392	521	33%	332	1,306	293%	383	416	9%
Penn Power	94	119	27%	99	369	273%	91	106	16%
PPL	408	568	39%	708	2,891	308%	691	1,003	45%
West Penn	491	567	15%	290	1,383	377%	442	483	9%
Total	3,058	3,992	31%	2,520	10,785	328%	3,205	4,039	26%

*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 December 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	570	11%	1,522	22%
Met-Ed	499	9%	1,188	15%
PECO	1,148	7%	2,126	16%
Penelec	521	9%	1,306	12%
Penn Power	119	4%	369	13%
PPL	568	5%	2,891	12%
West Penn	567	4%	1,383	12%
Total	3,992		10,785	
Average		8%		15%

*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 12/31/2021.

Major Electric Distribution Companies

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

January through December 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Duquesne	12.3	14.2	7.9	9.0
Met-Ed	11.7	14.9	6.8	7.2
PECO	17.3	16.0	7.0	7.5
Penelec	12.0	14.0	6.1	7.1
Penn Power	12.2	14.4	6.2	7.9
PPL	17.0	18.3	4.6	5.7
West Penn	11.1	14.5	5.9	7.6
Major Electric	13.8	15.4	6.0	7.2

*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 12/31/2021.

Major Natural Gas Distribution Companies

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

January through December 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	77	122	58%	61	338	454%	119	179	50%
National Fuel	51	74	45%	56	219	291%	43	62	44%
Peoples	239	373	56%	114	769	575%	124	201	62%
Philadelphia Gas Works	501	628	25%	526	2,677	409%	390	646	66%
UGI Gas	222	297	34%	628	1,033	64%	349	316	-9%
Total	1,090	1,494	37%	1,385	5,036	264%	1,025	1,404	37%

*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 December 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	122	6%	338	4%
National Fuel	74	6%	219	20%
Peoples	373	4%	769	7%
Philadelphia Gas Works	628	23%	2,677	10%
UGI Gas	297	14%	1,033	7%
Total	1,494		5,036	
Average		14%		8%

*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 12/31/2021.

Major Natural Gas Distribution Companies

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

January through December 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Columbia	9.5	10.1	2.2	5.5
National Fuel	11.1	13.5	5.2	6.5
Peoples	3.4	4.7	1.9	2.2
Philadelphia Gas Works	10.3	21.1	3.8	16.8
UGI Gas	8.6	7.5	2.9	2.5
Major Gas	8.4	12.9	3.2	10.4

*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 12/31/2021.

Major Water Utilities

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

January through December 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	164	285	74%	113	257	127%	122	281	130%
PA American	549	722	32%	469	1,223	161%	417	514	23%
Other Class A	59	57	-3%	40	62	55%	62	51	-18%
Total	772	1,064	38%	622	1,542	148%	601	846	41%

*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 December 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	285	13%	257	15%
PA American	722	10%	1,223	11%
Other Class A	57	8%	62	6%
Total	1,064		1,542	
Average		11%		11%

*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 12/31/2021.

Major Water Utilities

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

January through December 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Aqua PA	14.7	14.0	16.4	6.4
PA American	11.9	15.9	5.6	8.8
Other Class A	16.2	20.1	9.9	11.8
Major Water	12.8	15.7	7.5	8.6

*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 12/31/2021.

Municipal Water & Sewer Utilities

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

January through December 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**	180	178	-1%	32	30	-6%	61	68	11%
PWSA-Sewer**	37	20	-46%	21	8	-62%	9	19	111%
Total	217	198	-9%	53	38	-28%	70	87	24%

*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 December 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
PWSA-Water***	8.8	11.2	6.9	9.1
PWSA-Sewer***	8.0	10.2	6.1	10.6
Major Water	8.6	11.1	6.6	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 12/31/2021.

***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 December 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	51	176	245%	0	2	N/A	24	55	129%
Frontier Commonwealth	83	122	47%	5	1	-80%	30	43	43%
Verizon North	81	70	-14%	0	0	0%	32	24	-25%
Verizon PA	795	942	18%	3	10	233%	316	404	28%
Windstream	94	110	17%	3	1	-67%	23	25	9%
Total	1,104	1,420	29%	11	14	27%	425	551	30%

*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 December 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	176	61%	2	0%
Frontier Commonwealth	122	57%	1	0%
Verizon North	70	57%	0	0%
Verizon PA	942	54%	10	60%
Windstream	110	41%	1	0%
Total	1,420		14	
Average		54%		60%

*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 12/31/2021.

Major Local Telecommunications Companies

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

January through December 2020/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
CenturyLink	21.1	21.6	0.0	26.0
Frontier Commonwealth	10.3	12.9	12.4	13.0
Verizon North	13.8	13.0	0.0	0.0
Verizon PA	13.3	14.9	10.7	8.6
Windstream	12.7	15.2	3.5	8.0
Major Telecommunications	13.5	15.5	10.1	11.5

*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 12/31/2021.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	120	81	135	71	20	57	53
Title 66 and Other	28	23	7	13	9	6	21
Total	148	104	142	84	29	63	74
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	13	20	26	254	83		
Title 66 and Other	5	11	15	28	14		
Total	18	31	41	282	97		
WATER	Aqua PA	PA American	Other Class A				
Chapter 56	41	146	17				
Title 66 and Other	11	16	2				
Total	52	162	19				
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	6	12	11	25	6		
Chapter 63	286	219	91	726	119		
Chapter 64	4	4	5	80	12		
Title 66 and Other	12	15	5	63	12		
Total	308	250	112	894	149		

*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.