

Quarterly Update to UCARE Report

January – March 2023

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 2023

| Industry | Consumer Complaints (NFIs*) | | PARs (NFIs*) | | FCRs |
|--------------------|-----------------------------|--------------|--------------|--------------|--------------|
| | Residential | Commercial** | Residential | Commercial** | All Classes |
| Electric | 5,721 | 214 | 1,795 | 58 | 1,385 |
| Gas | 805 | 58 | 1,546 | 56 | 700 |
| Water | 365 | 27 | 531 | 2 | 342 |
| Telecommunications | 368 | 34 | 7 | 0 | 216 |
| Other*** | 17 | 0 | 4 | 0 | 452 |
| Total | 7,276 | 333 | 3,883 | 116 | 3,095 |

*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 2022/2023

| Company | Residential Consumer Complaints (NFIs*) | | | Residential PARs (NFIs*) | | | FCRs (Residential & Commercial) | | |
|--------------|---|--------------|----------------|--------------------------|--------------|----------------|---------------------------------|--------------|----------------|
| | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change |
| Duquesne | 100 | 111 | 11% | 99 | 168 | 70% | 66 | 83 | 26% |
| Met-Ed | 139 | 175 | 26% | 161 | 198 | 23% | 96 | 106 | 10% |
| PECO | 340 | 344 | 1% | 298 | 428 | 44% | 232 | 202 | -13% |
| Penelec | 108 | 142 | 31% | 156 | 185 | 19% | 109 | 108 | -1% |
| Penn Power | 31 | 47 | 52% | 45 | 65 | 44% | 34 | 19 | -44% |
| PPL | 180 | 4,216 | 2,242% | 766 | 390 | -49% | 291 | 485 | 67% |
| West Penn | 136 | 176 | 29% | 152 | 235 | 55% | 113 | 114 | 1% |
| Total | 1,034 | 5,211 | 404% | 1,677 | 1,669 | -<1% | 941 | 1,117 | 19% |

*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 2023

| Company | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
|----------------|-----------------------------|--|-----------------|--|
| | Number Received | Percent Justified (Closed & Evaluated)** | Number Received | Percent Justified (Closed & Evaluated)** |
| Duquesne | 111 | 5% | 168 | 5% |
| Met-Ed | 175 | 1% | 198 | 0% |
| PECO | 344 | 3% | 428 | 1% |
| Penelec | 142 | 3% | 185 | 0% |
| Penn Power | 47 | 0% | 65 | 0% |
| PPL | 4,216 | 37% | 390 | 3% |
| West Penn | 176 | 2% | 235 | 0% |
| Total | 5,211 | | 1,669 | |
| Average | | 11% | | 1% |

*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 3/31/2023.

Major Electric Distribution Companies

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

January through March 2022/2023

| Company | Average Time in Days | | | |
|-----------------------|-----------------------------|-------------|--------------|------------|
| | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
| | 2022 | 2023** | 2022 | 2023** |
| Duquesne | 9.5 | 11.0 | 2.0 | 3.6 |
| Met-Ed | 15.5 | 13.4 | 7.4 | 4.0 |
| PECO | 17.4 | 13.1 | 6.2 | 4.4 |
| Penelec | 16.8 | 10.9 | 8.7 | 3.1 |
| Penn Power | 16.3 | 10.0 | 7.4 | 3.5 |
| PPL | 23.0 | 17.8 | 4.5 | 9.2 |
| West Penn | 16.0 | 13.9 | 9.2 | 3.6 |
| Major Electric | 17.0 | 16.9 | 5.8 | 5.1 |

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

**The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 3/31/2023.

Major Natural Gas Distribution Companies

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

January through March 2022/2023

| Company | Residential Consumer Complaints (NFIs*) | | | Residential PARs (NFIs*) | | | FCRs (Residential & Commercial) | | |
|------------------------|---|------------|----------------|--------------------------|--------------|----------------|---------------------------------|------------|----------------|
| | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change |
| Columbia | 61 | 78 | 28% | 74 | 80 | 8% | 78 | 71 | -9% |
| National Fuel | 12 | 21 | 75% | 28 | 57 | 104% | 9 | 17 | 89% |
| Peoples | 51 | 80 | 57% | 59 | 65 | 10% | 33 | 35 | 6% |
| Philadelphia Gas Works | 197 | 291 | 48% | 260 | 861 | 231% | 185 | 259 | 40% |
| UGI Gas | 103 | 199 | 93% | 317 | 467 | 47% | 160 | 258 | 61% |
| Total | 424 | 669 | 58% | 738 | 1,530 | 107% | 465 | 640 | 38% |

*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 2023

| Company | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
|------------------------|-----------------------------|--|-----------------|--|
| | Number Received | Percent Justified (Closed & Evaluated)** | Number Received | Percent Justified (Closed & Evaluated)** |
| Columbia | 78 | 6% | 80 | 8% |
| National Fuel | 21 | 22% | 57 | 0% |
| Peoples | 80 | 0% | 65 | 0% |
| Philadelphia Gas Works | 291 | 22% | 861 | 8% |
| UGI Gas | 199 | 6% | 467 | 2% |
| Total | 669 | | 1,530 | |
| Average | | 12% | | 5% |

*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 3/31/2023.

Major Natural Gas Distribution Companies

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

January through March 2022/2023

| Company | Average Time in Days | | | |
|------------------------|-----------------------------|-------------|--------------|------------|
| | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
| | 2022 | 2023** | 2022 | 2023** |
| Columbia | 9.1 | 5.9 | 1.7 | 1.0 |
| National Fuel | 13.8 | 15.7 | 6.6 | 4.8 |
| Peoples | 3.1 | 4.1 | 1.6 | 0.8 |
| Philadelphia Gas Works | 11.2 | 11.9 | 4.6 | 3.9 |
| UGI Gas | 7.3 | 11.9 | 3.1 | 2.5 |
| Major Gas | 9.0 | 10.2 | 3.5 | 3.1 |

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

**The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 3/31/2023.

Major Water Utilities

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

January through March 2022/2023

| Company | Residential Consumer Complaints (NFIs*) | | | Residential PARs (NFIs*) | | | FCRs (Residential & Commercial) | | |
|---------------|---|------------|----------------|--------------------------|------------|----------------|---------------------------------|------------|----------------|
| | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change |
| Aqua PA | 96 | 63 | -34% | 51 | 121 | 137% | 48 | 46 | -4% |
| PA American | 193 | 208 | 8% | 235 | 369 | 57% | 141 | 111 | -21% |
| Other Class A | 23 | 21 | -9% | 12 | 24 | 100% | 15 | 14 | -7% |
| Total | 312 | 292 | -6% | 298 | 514 | 72% | 204 | 171 | -16% |

*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 2023

| Company | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
|----------------|-----------------------------|---|-----------------|---|
| | Number Received | Percent Justified (Closed & Evaluated)** | Number Received | Percent Justified (Closed & Evaluated)** |
| Aqua PA | 63 | 29% | 121 | 43% |
| PA American | 208 | 19% | 369 | 20% |
| Other Class A | 21 | 0% | 24 | 17% |
| Total | 292 | | 514 | |
| Average | | 20% | | 26% |

*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 3/31/2023.

Major Water Utilities

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

January through March 2022/2023

| Company | Average Time in Days | | | |
|--------------------|-----------------------------|------------|--------------|------------|
| | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
| | 2022 | 2023** | 2022 | 2023** |
| Aqua PA | 3.5 | 1.3 | 1.7 | 0.8 |
| PA American | 13.9 | 5.9 | 7.0 | 2.9 |
| Other Class A | 15.2 | 9.8 | 14.8 | 8.8 |
| Major Water | 10.8 | 5.1 | 6.4 | 2.6 |

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

**The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 3/31/2023.

Municipal Water & Sewer Utilities

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

January through March 2022/2023

| Company | Residential Consumer Complaints (NFIs*) | | | Residential PARs (NFIs*) | | | FCRs (Residential & Commercial) | | |
|--------------|---|-----------|----------------|--------------------------|-----------|----------------|---------------------------------|----------|----------------|
| | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change |
| PWSA-Water** | 34 | 64 | 88% | 8 | 8 | 0% | 20 | 5 | -75% |
| PWSA-Sewer** | 5 | 6 | 20% | 4 | 3 | -25% | 3 | 1 | -67% |
| Total | 39 | 70 | 79% | 12 | 11 | -8% | 23 | 6 | -74% |

*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 2022/2023

| Company | Average Time in Days | | | |
|------------------------------------|-----------------------------|-------------|--------------|-------------|
| | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
| | 2022 | 2023** | 2022 | 2023** |
| PWSA-Water*** | 9.7 | 12.9 | 9.4 | 16.0 |
| PWSA-Sewer*** | 7.4 | 16.0 | 4.8 | 15.0 |
| Municipal Water & Sewer | 9.4 | 13.2 | 7.8 | 15.8 |

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.
 **The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 3/31/2023.
 ***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 2022/2023

| Company | Residential Consumer Complaints (NFIs*) | | | Residential PARs (NFIs*) | | | FCRs (Residential & Commercial) | | |
|-------------------------------|---|------------|----------------|--------------------------|----------|----------------|---------------------------------|------------|----------------|
| | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change | 2022 | 2023 | Percent Change |
| Brightspeed (fka CenturyLink) | 28 | 43 | 54% | 0 | 0 | 0% | 9 | 12 | 33% |
| Frontier Commonwealth | 18 | 117 | 550% | 1 | 0 | -100% | 6 | 25 | 317% |
| Verizon North | 4 | 15 | 275% | 0 | 0 | 0% | 5 | 7 | 40% |
| Verizon PA | 147 | 132 | -10% | 2 | 5 | 150% | 78 | 69 | -12% |
| Windstream | 19 | 19 | 0% | 1 | 0 | -100% | 6 | 7 | 17% |
| Total | 216 | 326 | 51% | 4 | 5 | 25% | 104 | 120 | 15% |

*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 2023

| Company | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
|-------------------------------|-----------------------------|---|-----------------|---|
| | Number Received | Percent Justified (Closed & Evaluated)** | Number Received | Percent Justified (Closed & Evaluated)** |
| Brightspeed (fka CenturyLink) | 43 | 44% | 0 | 0% |
| Frontier Commonwealth | 117 | 85% | 0 | 0% |
| Verizon North | 15 | 33% | 0 | 0% |
| Verizon PA | 132 | 47% | 5 | 0% |
| Windstream | 19 | 20% | 0 | 0% |
| Total | 326 | | 5 | |
| Average | | 62% | | 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 3/31/2023.

Major Local Telecommunications Companies

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

January through March 2022/2023

| Company | Average Time in Days | | | |
|---------------------------------|-----------------------------|-------------|--------------|------------|
| | Consumer Complaints (NFIs*) | | PARs (NFIs*) | |
| | 2022 | 2023** | 2022 | 2023** |
| Brightspeed (fka CenturyLink) | 25.2 | 27.9 | 0.0 | 0.0 |
| Frontier Commonwealth | 13.6 | 17.0 | 8.0 | 0.0 |
| Verizon North | 27.7 | 12.8 | 0.0 | 0.0 |
| Verizon PA | 15.2 | 13.2 | 12.5 | 8.7 |
| Windstream | 17.6 | 10.5 | 19.0 | 0.0 |
| Major Telecommunications | 16.8 | 16.4 | 13.0 | 8.7 |

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

**The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 3/31/2023.

Compliance

Snapshot of Residential Verified Infraction Statistics by Industry* Informal Complaints Opened January through March 2023

| ELECTRIC | Duquesne | Met-Ed | PECO | Penelec | Penn Power | PPL | West Penn |
|---------------------------|--------------------------------------|------------------------------|----------------------|-------------------------------|-------------------|------------|------------------|
| Chapter 56 | 5 | 0 | 14 | 5 | 0 | 32 | 8 |
| Title 66 and Other | 0 | 0 | 0 | 0 | 0 | 123 | 0 |
| Total | 5 | 0 | 14 | 5 | 0 | 155 | 8 |
| GAS | Columbia | National Fuel | Peoples | Philadelphia Gas Works | UGI Gas | | |
| Chapter 56 | 5 | 1 | 0 | 80 | 11 | | |
| Title 66 and Other | 0 | 0 | 0 | 8 | 0 | | |
| Total | 5 | 1 | 0 | 88 | 11 | | |
| WATER | Aqua PA | PA American | Other Class A | | | | |
| Chapter 56 | 62 | 88 | 5 | | | | |
| Title 66 and Other | 2 | 1 | 0 | | | | |
| Total | 64 | 89 | 5 | | | | |
| TELECOMMUNICATIONS | Brightspeed (fka CenturyLink) | Frontier Commonwealth | Verizon North | Verizon PA | Windstream | | |
| Chapter 30 | 0 | 6 | 0 | 1 | 0 | | |
| Chapter 63 | 9 | 87 | 2 | 34 | 7 | | |
| Chapter 64 | 0 | 0 | 0 | 2 | 0 | | |
| Title 66 and Other | 3 | 19 | 0 | 7 | 0 | | |
| Total | 12 | 112 | 2 | 44 | 7 | | |

*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.