

Quarterly Update to UCARE Report

January – June 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 June 2023

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	8,191	369	11,595	135	3,875
Gas	1,560	95	6,084	178	1,570
Water	775	52	1,272	7	818
Telecommunications	623	78	8	0	393
Other***	30	1	12	1	1,009
Total	11,179	595	18,971	321	7,665

*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 June 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	296	282	-5%	1,054	1,221	16%	323	362	12%
Met-Ed	332	371	12%	1,285	1,554	21%	407	446	10%
PECO	814	816	<1%	2,309	3,702	60%	808	802	-1%
Penelec	302	349	16%	1,361	1,621	19%	467	453	-3%
Penn Power	90	114	27%	457	502	10%	147	105	-29%
PPL	378	5,007	1,225%	2,651	893	-66%	764	755	-1%
West Penn	349	430	23%	1,553	1,685	8%	482	476	-1%
Total	2,561	7,369	188%	10,670	11,178	5%	3,398	3,399	<1%

*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 June 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	282	5%	1,221	1%
Met-Ed	371	2%	1,554	1%
PECO	816	6%	3,702	1%
Penelec	349	5%	1,621	1%
Penn Power	114	0%	502	2%
PPL	5,007	36%	893	5%
West Penn	430	4%	1,685	1%
Total	7,369		11,178	
Average		15%		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 6/30/2023.

Major Electric Distribution Companies

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

January through June 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Duquesne	14.4	12.7	5.7	4.5
Met-Ed	17.5	14.5	7.0	5.2
PECO	16.6	14.3	5.3	3.8
Penelec	17.6	14.0	8.0	4.9
Penn Power	16.0	13.4	7.4	5.0
PPL	22.7	17.4	8.7	7.9
West Penn	17.1	15.1	8.2	5.1
Major Electric	17.5	16.4	7.3	4.9

*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 6/30/2023.

Major Natural Gas Distribution Companies

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

January through June 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	96	140	46%	287	308	7%	162	139	-14%
National Fuel	28	48	71%	142	239	68%	38	52	37%
Peoples	161	201	25%	529	600	13%	134	132	-1%
Philadelphia Gas Works	601	632	5%	1,671	3,080	84%	662	659	-<1%
UGI Gas	227	345	52%	1,450	1,777	23%	348	450	29%
Total	1,113	1,366	23%	4,079	6,004	47%	1,344	1,432	7%

*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 June 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	140	5%	308	3%
National Fuel	48	23%	239	6%
Peoples	201	3%	600	1%
Philadelphia Gas Works	632	18%	3,080	4%
UGI Gas	345	7%	1,777	1%
Total	1,366		6,004	
Average		12%		3%

*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 6/30/2023.

Major Natural Gas Distribution Companies

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

January through June 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Columbia	8.3	6.1	1.4	1.6
National Fuel	14.6	13.0	6.8	3.8
Peoples	4.6	4.8	1.9	1.3
Philadelphia Gas Works	18.5	16.1	11.5	9.5
UGI Gas	8.9	14.2	3.3	6.0
Major Gas	13.4	12.8	6.5	7.0

*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 6/30/2023.

Major Water Utilities

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

January through June 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	161	129	-20%	141	266	89%	80	79	-1%
PA American	378	457	21%	670	888	33%	304	283	-7%
Other Class A	42	34	-19%	25	52	108%	55	34	-38%
Total	581	620	7%	836	1,206	44%	439	396	-10%

*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 June 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	129	36%	266	30%
PA American	457	18%	888	17%
Other Class A	34	9%	52	22%
Total	620		1,206	
Average		22%		22%

*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 6/30/2023.

Major Water Utilities

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

January through June 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Aqua PA	3.3	0.9	1.5	0.6
PA American	17.1	12.0	5.9	5.5
Other Class A	14.6	13.2	12.5	9.2
Major Water	13.1	9.6	5.4	4.5

*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 6/30/2023.

Municipal Water & Sewer Utilities

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

January through June 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**	89	132	48%	24	37	54%	35	24	-31%
PWSA-Sewer**	17	17	0%	6	16	167%	9	7	-22%
Total	106	149	41%	30	53	77%	44	31	-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 June 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
PWSA-Water***	11.5	20.8	10.3	22.1
PWSA-Sewer***	13.6	23.0	8.2	25.0
Municipal Water & Sewer	11.9	21.1	9.9	23.1

*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 6/30/2023.

***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 June 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)	65	60	-8%	0	1	n/a	22	15	-32%
Frontier Commonwealth	63	164	160%	1	0	-100%	21	32	52%
Verizon North	16	25	56%	0	0	0%	9	10	11%
Verizon PA	298	262	-12%	3	5	67%	136	148	9%
Windstream	37	44	19%	1	0	-100%	11	11	0%
Total	479	555	16%	5	6	20%	199	216	9%

*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 June 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Brightspeed (fka CenturyLink)	60	57%	1	0%
Frontier Commonwealth	164	77%	0	0%
Verizon North	25	30%	0	0%
Verizon PA	262	44%	5	0%
Windstream	44	10%	0	0%
Total	555		6	
Average		56%		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 6/30/2023.

Major Local Telecommunications Companies

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

January through June 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Brightspeed (fka CenturyLink)	24.4	26.6	0.0	28.0
Frontier Commonwealth	18.0	16.2	8.0	0.0
Verizon North	19.9	15.1	0.0	0.0
Verizon PA	14.7	14.6	18.3	14.4
Windstream	16.7	11.4	19.0	0.0
Major Telecommunications	16.8	16.2	16.4	16.7

*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 6/30/2023.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	12	13	43	20	3	33	18
Title 66 and Other	0	0	1	1	0	732	0
Total	12	13	44	21	3	765	18
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	5	6	3	157	26		
Title 66 and Other	0	0	0	10	0		
Total	5	6	3	167	26		
WATER	Aqua PA	PA American	Other Class A				
Chapter 56	95	113	6				
Title 66 and Other	6	3	1				
Total	101	116	7				
TELECOMMUNICATIONS	Brightspeed (fka CenturyLink)	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	0	11	0	1	1		
Chapter 63	19	114	3	82	11		
Chapter 64	5	0	0	7	3		
Title 66 and Other	11	25	1	26	1		
Total	35	150	4	116	16		

*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.