

Quarterly Update to UCARE Report

January – September 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.

Table of Contents

<u>Introduction</u>	2
<u>BCS Activity</u>	
▪ Electric, Gas, Water and Telecommunications	4
<u>Major Electric Distribution Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	5
▪ Percent of Justified Residential Consumer Complaints/PARs.....	6
▪ Response Time to Residential Consumer Complaints/PARs.....	7
<u>Major Natural Gas Distribution Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	8
▪ Percent of Justified Residential Consumer Complaints/PARs.....	9
▪ Response Time to Residential Consumer Complaints/PARs.....	10
<u>Major Water Utilities</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	11
▪ Percent of Justified Residential Consumer Complaints/PARs.....	12
▪ Response Time to Residential Consumer Complaints/PARs.....	13
<u>Municipal Water and Sewer Utilities</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	14
▪ Response Time to Residential Consumer Complaints/PARs.....	15
<u>Major Local Telecommunications Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	16
▪ Percent of Justified Residential Consumer Complaints/PARs.....	17
▪ Response Time to Residential Consumer Complaints/PARs.....	18
<u>Compliance—Residential Verified Infraction Statistics by Industry</u>	
▪ Major Electric Distribution Companies.....	19
▪ Major Natural Gas Distribution Companies	19
▪ Major Water Utilities.....	19
▪ Major Local Telecommunications Companies.....	19
<u>Glossary of Terms</u>	20

BCS Activity

Total Volume of Consumer Complaints, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions) by Industry

January through September 2023

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	10,541	511	22,390	185	6,987
Gas	2,158	128	9,940	238	2,557
Water	1,147	76	1,928	13	1,279
Telecommunications	901	119	12	0	580
Other***	40	3	23	2	1,475
Total	14,787	837	34,293	438	12,878

*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 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	492	495	1%	1,878	2,108	12%	539	708	31%
Met-Ed	502	615	23%	2,108	2,535	20%	697	775	11%
PECO	1,269	1,275	0%	4,727	5,881	24%	1,450	1,376	-5%
Penelec	471	547	16%	2,324	2,707	16%	811	847	4%
Penn Power	144	174	21%	742	842	13%	237	202	-15%
PPL	604	5,613	829%	4,111	4,900	19%	1,218	1,580	30%
West Penn	579	701	21%	2,544	2,763	9%	808	877	9%
Total	4,061	9,420	132%	18,434	21,736	18%	5,760	6,365	11%

*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 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	495	5%	2,108	2%
Met-Ed	615	6%	2,535	2%
PECO	1,275	8%	5,881	1%
Penelec	547	7%	2,707	2%
Penn Power	174	2%	842	1%
PPL	5,613	36%	4,900	2%
West Penn	701	4%	2,763	2%
Total	9,420		21,736	
Average		13%		2%

*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 9/29/2023.

Major Electric Distribution Companies

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

January through September 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Duquesne	15.7	15.1	5.7	5.2
Met-Ed	18.0	14.7	7.6	5.4
PECO	15.9	15.5	4.7	4.6
Penelec	18.2	15.0	8.7	5.5
Penn Power	18.2	14.7	8.7	5.5
PPL	23.9	17.0	11.7	14.2
West Penn	18.4	15.3	8.2	5.4
Major Electric	18.0	16.3	7.9	7.1

*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 9/29/2023.

Major Natural Gas Distribution Companies

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

January through September 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	134	177	32%	442	479	8%	225	203	-10%
National Fuel	48	70	46%	266	357	34%	79	93	18%
Peoples	264	292	11%	793	958	21%	227	231	2%
Philadelphia Gas Works	864	933	8%	3,062	4,680	53%	1,077	1,125	4%
UGI Gas	332	465	40%	2,552	3,352	31%	525	702	34%
Total	1,642	1,937	18%	7,115	9,826	38%	2,133	2,354	10%

*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 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	177	4%	479	2%
National Fuel	70	16%	357	4%
Peoples	292	3%	958	1%
Philadelphia Gas Works	933	17%	4,680	5%
UGI Gas	465	8%	3,352	2%
Total	1,937		9,826	
Average		11%		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 9/29/2023.

Major Natural Gas Distribution Companies

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

January through September 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Columbia	7.8	6.1	1.5	1.5
National Fuel	15.2	15.7	6.9	4.6
Peoples	4.6	5.2	1.8	1.6
Philadelphia Gas Works	19.9	17.5	13.3	10.1
UGI Gas	10.2	14.6	3.6	6.2
Major Gas	14.2	13.9	7.6	7.3

*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 9/29/2023.

Major Water Utilities

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

January through September 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	248	190	-23%	261	390	49%	199	118	-41%
PA American	532	686	29%	1,144	1,327	16%	435	467	7%
Other Class A	51	50	-2%	49	96	96%	67	46	-31%
Total	831	926	11%	1,454	1,813	25%	701	631	-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 September 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	190	30%	390	28%
PA American	686	18%	1,327	18%
Other Class A	50	14%	96	20%
Total	926		1,813	
Average		20%		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 9/29/2023.

Major Water Utilities

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

January through September 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Aqua PA	3.2	1.5	1.5	0.8
PA American	16.8	14.2	5.5	6.3
Other Class A	15.0	14.6	12.8	10.9
Major Water	12.6	11.6	5.1	5.3

*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 9/29/2023.

Municipal Water & Sewer Utilities

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

January through September 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**	141	182	29%	32	70	119%	50	45	-10%
PWSA-Sewer**	22	25	14%	8	22	175%	11	11	0%
Total	163	207	27%	40	92	130%	61	56	-8%

*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 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
PWSA-Water***	13.1	23.2	11.8	25.1
PWSA-Sewer***	14.4	24.8	8.9	26.9
Municipal Water & Sewer	13.3	23.4	11.2	25.6

*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 9/29/2023.

***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 September 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)	99	72	-27%	0	1	n/a	35	22	-37%
Frontier Commonwealth	138	217	57%	2	0	-100%	38	50	32%
Verizon North	24	30	25%	0	0	0%	10	15	50%
Verizon PA	480	415	-14%	5	7	40%	201	223	11%
Windstream	74	65	-12%	2	0	-100%	17	18	6%
Total	815	799	-2%	9	8	-11%	301	328	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 September 2023

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Brightspeed (fka CenturyLink)	72	51%	1	0%
Frontier Commonwealth	217	70%	0	0%
Verizon North	30	33%	0	0%
Verizon PA	415	45%	7	0%
Windstream	65	29%	0	0%
Total	799		8	
Average		52%		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 9/29/2023.

Major Local Telecommunications Companies

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

January through September 2022/2023

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2022	2023**	2022	2023**
Brightspeed (fka CenturyLink)	24.8	26.2	0.0	28.0
Frontier Commonwealth	19.7	16.1	8.0	0.0
Verizon North	18.7	15.1	0.0	0.0
Verizon PA	14.8	14.7	11.8	11.4
Windstream	16.3	13.0	18.5	0.0
Major Telecommunications	17.1	16.0	12.4	13.5

*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 9/29/2023.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	34	38	104	59	7	1,057	40
Title 66 and Other	0	0	4	2	0	36	1
Total	34	38	108	61	7	1,093	41
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	8	8	11	246	70		
Title 66 and Other	0	0	0	13	2		
Total	8	8	11	259	72		
WATER	Aqua PA	PA American	Other Class A				
Chapter 56	124	185	9				
Title 66 and Other	6	6	2				
Total	130	191	11				
TELECOMMUNICATIONS	Brightspeed (fka CenturyLink)	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	0	14	0	3	1		
Chapter 63	28	133	6	172	17		
Chapter 64	6	2	2	23	7		
Title 66 and Other	12	25	2	29	4		
Total	46	174	10	227	29		

*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, Community Utilities, Newtown Artesian Water, Veolia Bethel, Veolia PA, and York Water.

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.