

12/21/99		COLD WEATHER SURVEY RESULTS 1999								
		GAS								
		COLUMBIA	EQUITABLE	NFG	PEOPLES	PGEnergy	TWPHILLIPS	UGI	TOTAL	
No. of Residential properties terminated		6742	5796	5441	3627	3196	896	5291	30989	
Residential properties not reconnected and without authorized service at the time of the survey.		1903	2480	1984	1377	467	418	2225	10854	
Premises vacant		654	758	511	307	204	75	605	3114	
Contacted and reconnected with a payment/settlement agreement		732	1163	995	557	216	234	1006	4903	
Unauthorized use discovered service remains on		0	0	0	0	0	0	0	0	
Cannot contact and premises appear to be occupied (no. identified as low income custs)		75	172	209	326	0	54	190	1026	
Premises occupied, service off, customer contacted.* (no. identified as low income custs)		47	19	105	36	0	48	50	305	
Premises occupied, service off, customer contacted.* (no. identified as low income custs)		433	380	259	181	46	51	414	1764	
heating with:		219	198	159	48	15	44	151	834	
kerosene heater		54	32	37	45	18	11	20	217	
electric space heater		55	148	117	69	25	19	128	561	
wood/coal stove or furnace		5	2	14	6	0	5	0	32	
fireplace		2	2	3	3	0	0	2	12	
kitchen stove/oven		3	0	5	5	0	0	16	29	
portable oil heater		3	4	1	1	0	1	2	12	
nothing, living without heat		309	191	68	48	2	15	195	828	
other*		2	1	14	4	1	0	51	73	
<b>Average No. of residential customers served</b>		<b>338,975</b>	<b>229,908</b>	<b>195,452</b>	<b>319,982</b>	<b>135,605</b>	<b>53,709</b>	<b>236,638</b>	<b>1,510,269</b>	
<b>No. of residential properties occupied and off*</b>		<b>508</b>	<b>552</b>	<b>468</b>	<b>507</b>	<b>46</b>	<b>105</b>	<b>604</b>	<b>2,790</b>	
<b>(No. identified as low income custs)</b>		<b>266</b>	<b>217</b>	<b>264</b>	<b>84</b>	<b>15</b>	<b>92</b>	<b>201</b>	<b>1,139</b>	
*Customers who have switched to an alternate fuel source or have heat supplied by the landlord or by another meter have been removed from these statistics.										

12/21/99		<b>Cold Weather Survey Results 1999</b>								
		<b>ELECTRIC</b>								
		ALLEGHENY POWER	DUQUESNE LIGHT	GPU	PECO	PENN POWER	PP&L	UGI ELECTRIC	TOTAL	
No. of Residential properties terminated		5186	9364	759	32303	1326	5456	738	55132	
Residential properties not reconnected and without authorized service at the time of the survey		992	564	289	7708	307	1892	153	11905	
Premises vacant		613	0	220	2986	229	1147	78	5273	
Contacted and reconnected with a payment/settlement agreement		318	0	50	1059	75	697	72	2271	
Unauthorized use discovered, service remains on		1	26	13	1826	0	16	0	1882	
Cannot contact and premises appear to be occupied		38	514	2	1488	2	16	0	2060	
(no. identified as low income custs)		20	252	1	507	1	5	0	786	
Premises occupied, service off cust. contacted.*		16	20	2	309	1	14	3	365	
(no. identified as low income custs)		16	17	1	123	1	5	0	163	
heating with:										
kerosene heater		6	8	1	13	0	1	0	29	
electric space heater		0	0		2	0	0	0	2	
wood/coal stove or furnace		0	1	1	0	0	1	0	3	
fireplace		0	1	0	1	0	0	0	2	
kitchen stove/oven		1	0	0	7	0	0	0	8	
portable oil heater		0	0	0	2	0	1	0	3	
nothing, living without heat		1	10	0	36	1	0	3	51	
other*		8	0	0	248	0	11	0	267	
<b>Average No. of residential customers served</b>		<b>584,934</b>	<b>515,823</b>	<b>926,364</b>	<b>1,358,868</b>	<b>130,486</b>	<b>1,097,390</b>	<b>53,368</b>	<b>638,302</b>	
<b>No. of residential properties occupied and off *</b>		<b>54</b>	<b>534</b>	<b>4</b>	<b>1,797</b>	<b>3</b>	<b>30</b>	<b>3</b>	<b>2,425</b>	
<b>(No. identified as low income custs)</b>		<b>36</b>	<b>269</b>	<b>2</b>	<b>630</b>	<b>2</b>	<b>10</b>	<b>0</b>	<b>949</b>	
*Customers who have switched to alternative heat sources or have heat supplied from the landlord or by another meter have been removed from these statistics.										