

2012 Collections Data for the Major Electric and Gas Companies

2012 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Customers	Not on Agreement Overdue Customers
Duquesne	\$ 479,278,393	\$ 6,650,626	1.39%	\$ 1,978,575	\$ 4,672,051	0.97%	29.75%	525,683	27,762
Met.Ed.	\$ 601,225,368	\$ 14,247,722	2.37%	\$ 3,013,658	\$ 11,234,064	1.87%	21.15%	487,312	57,421
PECO	\$ 2,400,752,570	\$ 42,379,986	1.77%	\$13,349,916	\$ 29,030,070	1.21%	31.50%	1,431,969	292,473
Penelec	\$ 515,036,892	\$ 10,884,926	2.11%	\$ 2,808,756	\$ 8,076,170	1.57%	25.80%	505,013	56,687
Penn Power	\$ 150,753,706	\$ 2,562,389	1.70%	\$ 765,917	\$ 1,796,472	1.19%	29.89%	140,666	13,584
PPL	\$ 1,585,101,665	\$ 50,505,800	3.19%	\$14,075,787	\$ 36,430,013	2.30%	27.87%	1,215,950	160,839
West Penn Pwr	\$ 519,068,601	\$ 6,545,769	1.26%	\$ 2,144,261	\$ 4,401,508	0.85%	32.76%	618,033	91,332
<b>ELECTRIC</b>	<b>\$ 6,251,217,195</b>	<b>\$ 133,777,218</b>	<b>2.14%</b>	<b>\$ 38,136,870</b>	<b>\$ 95,640,348</b>	<b>1.53%</b>	<b>28.51%</b>	<b>4,924,626</b>	<b>700,098</b>
Columbia	\$ 268,796,602	\$ 7,585,766	2.82%	\$ 2,765,170	\$ 4,820,596	1.79%	36.45%	382,677	28,271
Equitable	\$ 205,980,780	\$ 3,967,617	1.93%	\$ 1,616,977	\$ 2,350,640	1.14%	40.75%	241,778	20,654
NFG	\$ 148,524,000	\$ 3,844,868	2.59%	\$ 509,747	\$ 3,335,121	2.25%	13.26%	198,663	17,551
Peoples	\$ 249,666,628	\$ 691,264	0.28%	\$ 389,101	\$ 302,163	0.12%	56.29%	329,809	27,879
PGW	\$ 431,198,290	\$ 39,102,990	9.07%	\$ 7,563,645	\$ 31,539,345	7.31%	19.34%	479,889	76,438
UGI-Gas	\$ 196,428,979	\$ 4,485,688	2.28%	\$ 1,018,210	\$ 3,467,478	1.77%	22.70%	317,170	49,683
UGI-Penn Natural	\$ 147,367,114	\$ 2,637,351	1.79%	\$ 677,050	\$ 1,960,301	1.33%	25.67%	147,046	24,033
<b>GAS</b>	<b>\$ 1,647,962,393</b>	<b>\$ 62,315,544</b>	<b>3.78%</b>	<b>\$ 14,539,900</b>	<b>\$ 47,775,644</b>	<b>2.90%</b>	<b>23.33%</b>	<b>2,097,032</b>	<b>244,509</b>
<b>TOTAL</b>	<b>\$ 7,899,179,588</b>	<b>\$ 196,092,762</b>		<b>\$ 52,676,770</b>	<b>\$ 143,415,992</b>			<b>7,021,658</b>	<b>944,607</b>

Note: All industry averages are based on total scores and not on an average of company scores except the three average bill columns.

2012 Collections Data for the Major Electric and Gas Companies

2012 Company	Not on Agreement Overdue Percent	Not on Agreement Dollars Overdue	Not on Agreement Average Arrearage	Not on Agreement Weighted Arrearage	Agreements Overdue Customers	Agreements Overdue Percent	Agreements Dollars Overdue	Agreements Average Arrearage	Agreements Weighted Arrearage
Duquesne	5.28%	\$ 10,599,081	\$ 381.78	5.81	12,420	2.36%	\$ 7,284,066	\$ 586.48	8.92
Met.Ed.	11.78%	\$ 13,443,250	\$ 234.12	2.27	29,314	6.02%	\$ 24,188,610	\$ 825.16	8.00
PECO	20.42%	\$ 88,299,663	\$ 301.91	2.84	29,459	2.06%	\$ 19,597,155	\$ 665.23	6.26
Penelec	11.22%	\$ 11,785,689	\$ 207.91	2.44	27,065	5.36%	\$ 19,982,797	\$ 738.33	8.65
Penn Power	9.66%	\$ 2,810,460	\$ 206.89	2.31	6,315	4.49%	\$ 5,517,642	\$ 873.74	9.76
PPL	13.23%	\$ 80,703,240	\$ 501.76	6.45	52,954	4.35%	\$ 25,666,397	\$ 484.69	6.23
West Penn Pwr	14.78%	\$ 11,862,752	\$ 129.89	1.86	11,758	1.90%	\$ 6,200,597	\$ 527.35	7.56
<b>ELECTRIC</b>	<b>14.22%</b>	<b>\$ 219,504,135</b>	<b>\$ 313.53</b>	<b>3.67</b>	<b>169,285</b>	<b>3.44%</b>	<b>\$ 108,437,264</b>	<b>\$ 640.56</b>	<b>7.50</b>
Columbia	7.39%	\$ 3,247,955	\$ 114.89	1.98	15,370	4.02%	\$ 8,056,857	\$ 524.19	9.02
Equitable	8.54%	\$ 2,644,331	\$ 128.03	1.73	8,366	3.46%	\$ 5,475,188	\$ 654.46	8.84
NFG	8.83%	\$ 3,139,438	\$ 178.88	2.73	6,741	3.39%	\$ 2,917,016	\$ 432.73	6.61
Peoples	8.45%	\$ 6,458,700	\$ 231.67	3.68	14,722	4.46%	\$ 9,822,957	\$ 667.23	10.61
PGW	15.93%	\$ 32,828,090	\$ 429.47	5.01	24,380	5.08%	\$ 15,167,413	\$ 622.13	7.25
UGI-Gas	15.66%	\$ 6,982,788	\$ 140.55	2.47	4,278	1.35%	\$ 2,062,122	\$ 482.03	8.48
UGI-Penn Natural	16.34%	\$ 4,577,103	\$ 190.45	2.27	3,047	2.07%	\$ 1,217,507	\$ 399.58	4.77
<b>GAS</b>	<b>11.66%</b>	<b>\$ 59,878,405</b>	<b>\$ 244.89</b>	<b>3.52</b>	<b>76,904</b>	<b>3.67%</b>	<b>\$ 44,719,060</b>	<b>\$ 581.49</b>	<b>8.36</b>
<b>TOTAL</b>		<b>\$ 279,382,540</b>			<b>246,189</b>		<b>\$ 153,156,324</b>		

Note: All industry a

2012 Collections Data for the Major Electric and Gas Companies

2012 Company	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Weighted Arrearage	Terminations	Termination Percent per Customer	Reconnections
Duquesne	40.73%	30.91%	40,182	7.64%	\$ 17,883,147	\$ 445.05	6.77	23,533	4.48%	18,179
Met.Ed.	64.28%	33.80%	86,735	17.80%	\$ 37,631,860	\$ 433.87	4.21	17,995	3.69%	14,651
PECO	18.16%	9.15%	321,932	22.48%	\$ 107,896,818	\$ 335.15	3.15	73,887	5.16%	52,512
Penelec	62.90%	32.32%	83,752	16.58%	\$ 31,768,486	\$ 379.32	4.45	13,747	2.72%	10,989
Penn Power	66.25%	31.74%	19,899	14.15%	\$ 8,328,102	\$ 418.52	4.68	3,514	2.50%	3,208
PPL	24.13%	24.77%	213,793	17.58%	\$ 106,369,637	\$ 497.54	6.39	38,303	3.15%	26,326
West Penn Pwr	34.33%	11.41%	103,090	16.68%	\$ 18,063,349	\$ 175.22	2.51	11,092	1.79%	9,082
<b>ELECTRIC</b>	<b>33.07%</b>	<b>19.47%</b>	<b>869,383</b>	<b>17.65%</b>	<b>\$ 327,941,399</b>	<b>\$ 377.21</b>	<b>4.42</b>	<b>182,071</b>	<b>3.70%</b>	<b>134,947</b>
Columbia	71.27%	35.22%	43,641	11.40%	\$ 11,304,812	\$ 259.04	4.46	11,321	2.96%	6,310
Equitable	67.43%	28.83%	29,020	12.00%	\$ 8,119,519	\$ 279.79	3.78	8,394	3.47%	6,221
NFG	48.16%	27.75%	24,292	12.23%	\$ 6,056,454	\$ 249.32	3.81	8,347	4.20%	5,458
Peoples	60.33%	34.56%	42,601	12.92%	\$ 16,281,657	\$ 382.19	6.08	6,601	2.00%	4,654
PGW	31.60%	24.18%	100,818	21.01%	\$ 47,995,503	\$ 476.06	5.55	25,507	5.32%	18,114
UGI-Gas	22.80%	7.93%	53,961	17.01%	\$ 9,044,910	\$ 167.62	2.95	8,434	2.66%	3,990
UGI-Penn Natural	21.01%	11.25%	27,080	18.42%	\$ 5,794,610	\$ 213.98	2.55	5,403	3.67%	3,453
<b>GAS</b>	<b>42.75%</b>	<b>23.93%</b>	<b>321,413</b>	<b>15.33%</b>	<b>\$ 104,597,465</b>	<b>\$ 325.43</b>	<b>4.68</b>	<b>74,007</b>	<b>3.53%</b>	<b>48,200</b>
<b>TOTAL</b>			<b>1,190,796</b>		<b>\$ 432,538,864</b>			<b>256,078</b>		<b>183,147</b>

Note: All industry a

2012 Collections Data for the Major Electric and Gas Companies

2012 Company	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	77.25%	\$ 91.00	\$ 64.00	\$ 65.74	3.73%	\$ 16,378,863
Met.Ed.	81.42%	\$ 135.00	\$ 94.00	\$ 103.13	6.26%	\$ 17,248,839
PECO	71.07%	\$ 99.60	\$ 109.16	\$ 106.31	4.49%	\$ 16,801,286
Penelec	79.94%	\$ 116.00	\$ 81.00	\$ 85.31	6.17%	\$ 13,868,156
Penn Power	91.29%	\$ 138.00	\$ 81.00	\$ 89.51	5.52%	\$ 3,419,333
PPL	68.73%	\$ 97.25	\$ 67.67	\$ 77.81	6.71%	\$ 14,042,378
West Penn Pwr	81.88%	\$ 95.00	\$ 64.00	\$ 69.72	3.48%	\$ 8,723,023
<b>ELECTRIC</b>	<b>74.12%</b>	<b>\$ 110.26</b>	<b>\$ 80.12</b>	<b>\$ 85.36</b>	<b>5.25%</b>	<b>\$ 90,481,878</b>
Columbia	55.74%	\$ 58.57	\$ 29.32	\$ 58.14	4.21%	\$ 2,787,467
Equitable	74.11%	\$ 74.33	\$ 27.23	\$ 74.06	3.94%	\$ 2,452,180
NFG	65.39%	\$ 65.91	\$ 31.59	\$ 65.44	4.08%	\$ 740,822
Peoples	70.50%	\$ 63.20	\$ 30.46	\$ 62.91	6.52%	\$ 2,206,676
PGW	71.02%	\$ 89.09	\$ 36.28	\$ 85.79	11.13%	\$ 2,104,239
UGI-Gas	47.31%	\$ 61.00	\$ 23.00	\$ 56.86	4.60%	\$ 2,734,654
UGI-Penn Natural	63.91%	\$ 87.00	\$ 28.00	\$ 83.83	3.93%	\$ 951,932
<b>GAS</b>	<b>65.13%</b>	<b>\$ 71.30</b>	<b>\$ 29.41</b>	<b>\$ 69.58</b>	<b>6.35%</b>	<b>\$ 13,977,970</b>
<b>TOTAL</b>						<b>\$ 104,459,848</b>

Note: All industry a