

2013 Collections Data for the Major Electric and Gas Companies

2013 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	\$ 409,064,999	\$ 5,258,566	1.29%	\$ 2,610,620	\$ 2,647,946	0.65%	49.65%	526,814	27,565
Met.Ed.	\$ 566,265,092	\$ 10,760,304	1.90%	\$ 2,333,144	\$ 8,427,160	1.49%	21.68%	488,375	57,430
PECO	\$ 2,453,433,203	\$ 40,274,726	1.64%	\$10,843,969	\$ 29,430,757	1.20%	26.92%	1,435,241	289,546
Penelec	\$ 472,447,505	\$ 8,990,906	1.90%	\$ 2,098,540	\$ 6,892,366	1.46%	23.34%	504,543	54,854
Penn Power	\$ 139,707,141	\$ 1,873,734	1.34%	\$ 727,641	\$ 1,146,093	0.82%	38.83%	141,147	14,094
PPL	\$ 1,749,163,222	\$ 53,609,736	3.06%	\$14,075,326	\$ 39,534,410	2.26%	26.26%	1,218,734	161,796
West Penn Pwr	\$ 499,171,103	\$ 6,072,775	1.22%	\$ 934,668	\$ 5,138,107	1.03%	15.39%	619,531	79,809
ELECTRIC	\$ 6,289,252,265	\$ 126,840,747	2.02%	\$ 33,623,908	\$ 93,216,839	1.48%	26.51%	4,934,385	685,094
Columbia	\$ 329,063,560	\$ 6,630,828	2.02%	\$ 2,217,422	\$ 4,413,406	1.34%	33.44%	384,213	30,206
Equitable	\$ 246,031,060	\$ 4,786,037	1.95%	\$ 1,609,613	\$ 3,176,424	1.29%	33.63%	242,632	21,380
NFG	\$ 158,170,597	\$ 3,458,420	2.19%	\$ 496,936	\$ 2,961,484	1.87%	14.37%	198,763	19,212
Peoples	\$ 299,632,543	\$ 10,678,789	3.56%	\$ 318,731	\$ 10,360,058	3.46%	2.98%	330,123	53,234
PGW	\$ 474,805,698	\$ 49,563,281	10.44%	\$ 7,220,796	\$ 42,342,485	8.92%	14.57%	468,943	91,042
UGI-Gas	\$ 219,614,215	\$ 4,756,334	2.17%	\$ 940,186	\$ 3,816,148	1.74%	19.77%	324,576	55,756
UGI-Penn Natural	\$ 166,532,193	\$ 2,664,482	1.60%	\$ 862,836	\$ 1,801,646	1.08%	32.38%	149,097	26,478
GAS	\$ 1,893,849,866	\$ 82,538,171	4.36%	\$ 13,666,520	\$ 68,871,651	3.64%	16.56%	2,098,347	297,308
TOTAL	\$ 8,183,102,131	\$ 209,378,918		\$ 47,290,428	\$ 162,088,490			7,032,732	982,402

2013 Collections Data for the Major Electric and Gas Companies

2013 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	5.23%	\$ 11,184,870	\$ 405.76	7.52	12,294	2.33%	\$ 7,034,153	\$ 572.16	10.60
Met.Ed.	11.76%	\$ 12,581,683	\$ 219.08	2.27	29,842	6.11%	\$ 24,134,018	\$ 808.73	8.38
PECO	20.17%	\$ 91,856,276	\$ 317.24	2.92	33,667	2.35%	\$ 20,564,804	\$ 610.83	5.62
Penelec	10.87%	\$ 10,709,355	\$ 195.23	2.51	27,894	5.53%	\$ 20,715,491	\$ 742.65	9.56
Penn Power	9.99%	\$ 2,629,192	\$ 186.55	2.25	6,259	4.43%	\$ 5,071,789	\$ 810.32	9.78
PPL	13.28%	\$ 86,641,280	\$ 535.50	4.33	50,917	4.18%	\$ 24,383,510	\$ 478.89	3.88
West Penn Pwr	12.88%	\$ 10,032,313	\$ 125.70	1.87	21,051	3.40%	\$ 12,008,894	\$ 570.47	8.47
ELECTRIC	13.88%	\$ 225,634,969	\$ 329.35	3.77	181,924	3.69%	\$ 113,912,659	\$ 626.16	7.18
Columbia	7.86%	\$ 3,920,550	\$ 129.79	1.88	16,394	4.27%	\$ 8,774,932	\$ 535.25	7.74
Equitable	8.81%	\$ 2,534,009	\$ 118.52	1.37	9,857	4.06%	\$ 5,970,792	\$ 605.74	7.01
NFG	9.67%	\$ 3,319,385	\$ 172.78	2.43	6,665	3.35%	\$ 2,446,573	\$ 367.08	5.17
Peoples	16.13%	\$ 10,973,608	\$ 206.14	2.73	17,464	5.29%	\$ 14,219,898	\$ 814.24	10.77
PGW	19.41%	\$ 44,446,257	\$ 488.20	5.29	20,957	4.47%	\$ 17,457,568	\$ 833.02	9.02
UGI-Gas	17.18%	\$ 9,042,339	\$ 162.18	2.55	5,341	1.65%	\$ 1,945,659	\$ 364.29	5.73
UGI-Penn Natural	17.76%	\$ 5,941,224	\$ 224.38	2.42	3,727	2.50%	\$ 1,577,614	\$ 423.29	4.57
GAS	14.17%	\$ 80,177,372	\$ 269.68	3.43	80,405	3.83%	\$ 52,393,036	\$ 651.61	8.28
TOTAL		\$ 305,812,341			262,329		\$ 166,305,695		

2013 Collections Data for the Major Electric and Gas Companies

2013 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
Duquesne	38.61%	30.84%	39,859	7.57%	\$ 18,219,023	\$ 457.09	8.47	25,649	4.87%
Met.Ed.	65.73%	34.19%	87,272	17.87%	\$ 36,715,701	\$ 420.70	4.36	23,672	4.85%
PECO	18.29%	10.42%	323,213	22.52%	\$ 112,421,080	\$ 347.82	3.20	84,235	5.87%
Penelec	65.92%	33.71%	82,748	16.40%	\$ 31,424,846	\$ 379.77	4.89	20,544	4.07%
Penn Power	65.86%	30.75%	20,353	14.42%	\$ 7,700,981	\$ 378.37	4.57	4,999	3.54%
PPL	21.96%	23.94%	212,713	17.45%	\$ 111,024,790	\$ 521.95	4.22	47,759	3.92%
West Penn Pwr	54.48%	20.87%	100,860	16.28%	\$ 22,041,207	\$ 218.53	3.25	13,904	2.24%
ELECTRIC	33.55%	20.98%	867,018	17.57%	\$ 339,547,628	\$ 391.63	4.49	220,762	4.47%
Columbia	69.12%	35.18%	46,600	12.13%	\$ 12,695,482	\$ 272.44	3.94	12,030	3.13%
Equitable	70.20%	31.56%	31,237	12.87%	\$ 8,504,801	\$ 272.27	3.15	8,507	3.51%
NFG	42.43%	25.76%	25,877	13.02%	\$ 5,765,958	\$ 222.82	3.14	9,576	4.82%
Peoples	56.44%	24.70%	70,698	21.42%	\$ 25,193,506	\$ 356.35	4.71	7,229	2.19%
PGW	28.20%	18.71%	111,999	23.88%	\$ 61,903,825	\$ 552.72	5.99	28,497	6.08%
UGI-Gas	17.71%	8.74%	61,097	18.82%	\$ 10,987,998	\$ 179.85	2.83	9,055	2.79%
UGI-Penn Natural	20.98%	12.34%	30,205	20.26%	\$ 7,518,838	\$ 248.93	2.69	6,214	4.17%
GAS	39.52%	21.29%	377,713	18.00%	\$ 132,570,408	\$ 350.98	4.46	81,108	3.87%
TOTAL			1,244,731		\$ 472,118,036			301,870	

2013 Collections Data for the Major Electric and Gas Companies

2013 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	20,355	79.36%	\$ 82.00	\$ 52.00	\$ 53.96	4.45%	\$ 12,918,873
Met.Ed.	19,046	80.46%	\$ 129.00	\$ 87.00	\$ 96.56	6.48%	\$ 14,174,470
PECO	61,858	73.44%	\$ 111.75	\$ 107.48	\$ 108.76	4.58%	\$ 16,667,497
Penelec	16,184	78.78%	\$ 110.00	\$ 73.00	\$ 77.70	6.65%	\$ 12,431,170
Penn Power	4,740	94.82%	\$ 126.00	\$ 75.00	\$ 82.87	5.51%	\$ 2,860,186
PPL	34,910	73.10%	\$ 159.53	\$ 104.55	\$ 123.57	6.35%	\$ 15,414,244
West Penn Pwr	11,089	79.75%	\$ 94.00	\$ 61.00	\$ 67.32	4.42%	\$ 8,464,260
ELECTRIC	168,182	76.18%	\$ 116.04	\$ 80.00	\$ 87.25	5.40%	\$ 82,930,700
Columbia	6,490	53.95%	\$ 69.69	\$ 32.04	\$ 69.16	3.86%	\$ 2,300,518
Equitable	6,453	75.86%	\$ 86.79	\$ 27.34	\$ 86.46	3.46%	\$ 2,409,090
NFG	6,453	67.39%	\$ 71.48	\$ 28.24	\$ 71.00	3.65%	\$ 596,785
Peoples	5,426	75.06%	\$ 75.95	\$ 38.82	\$ 75.63	8.41%	\$ 2,880,864
PGW	19,907	69.86%	\$ 95.57	\$ 36.83	\$ 92.35	13.04%	\$ 1,249,782
UGI-Gas	4,332	47.84%	\$ 68.00	\$ 24.00	\$ 63.53	5.00%	\$ 2,264,783
UGI-Penn Natural	3,483	56.05%	\$ 96.00	\$ 29.00	\$ 92.56	4.51%	\$ 831,413
GAS	52,544	64.78%	\$ 80.50	\$ 30.90	\$ 78.67	7.00%	\$ 12,533,235
TOTAL	220,726						\$ 95,463,935