

## 2014 Collections Data for the Major Electric and Gas Companies

2014 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	\$ 436,291,950	\$ 3,199,684	0.73%	\$ 2,100,351	\$ 1,099,333	0.25%	65.64%	527,390	28,154
Met.Ed.	\$ 529,337,151	\$ 12,186,981	2.30%	\$ 1,498,056	\$ 10,688,925	2.02%	12.29%	490,059	55,767
PECO	\$ 2,557,743,306	\$ 35,822,459	1.40%	\$ 9,313,748	\$ 26,508,711	1.04%	26.00%	1,445,054	253,629
Penelec	\$ 450,755,455	\$ 9,939,670	2.21%	\$ 1,547,750	\$ 8,391,920	1.86%	15.57%	503,597	55,095
Penn Power	\$ 137,113,260	\$ 1,888,898	1.38%	\$ 350,671	\$ 1,538,227	1.12%	18.56%	141,745	14,191
PPL	\$ 1,927,958,763	\$ 61,828,466	3.21%	\$17,689,284	\$ 44,139,182	2.29%	28.61%	1,221,960	166,868
West Penn Pwr	\$ 519,121,754	\$ 8,180,202	1.58%	\$ 1,058,064	\$ 7,122,138	1.37%	12.93%	621,020	78,650
<b>ELECTRIC</b>	<b>\$ 6,558,321,639</b>	<b>\$ 133,046,360</b>	<b>2.03%</b>	<b>\$ 33,557,924</b>	<b>\$ 99,488,436</b>	<b>1.52%</b>	<b>25.22%</b>	<b>4,950,825</b>	<b>652,354</b>
Columbia	\$ 383,636,645	\$ 8,357,228	2.18%	\$ 2,853,475	\$ 5,503,753	1.43%	34.14%	386,150	28,183
Equitable	\$ 266,937,177	\$ 5,304,131	1.99%	\$ 1,608,483	\$ 3,695,648	1.38%	30.33%	243,602	22,665
NFG	\$ 170,339,225	\$ 3,543,650	2.08%	\$ 477,379	\$ 3,066,271	1.80%	13.47%	198,681	19,799
Peoples	\$ 329,285,085	\$ 8,426,426	2.56%	\$ 318,513	\$ 8,107,913	2.46%	3.78%	330,459	35,605
PGW	\$ 517,468,283	\$ 46,746,444	9.03%	\$ 5,022,924	\$ 41,723,520	8.06%	10.75%	469,283	104,544
UGI-Gas	\$ 231,393,035	\$ 7,052,238	3.05%	\$ 1,053,669	\$ 5,998,569	2.59%	14.94%	331,582	60,024
UGI-Penn Natural	\$ 177,507,142	\$ 3,869,792	2.18%	\$ 758,816	\$ 3,110,976	1.75%	19.61%	150,495	29,037
<b>GAS</b>	<b>\$ 2,076,566,592</b>	<b>\$ 83,299,909</b>	<b>4.01%</b>	<b>\$ 12,093,259</b>	<b>\$ 71,206,650</b>	<b>3.43%</b>	<b>14.52%</b>	<b>2,110,252</b>	<b>299,857</b>
<b>TOTAL</b>	<b>\$ 8,634,888,231</b>	<b>\$ 216,346,269</b>		<b>\$ 45,651,183</b>	<b>\$ 170,695,086</b>			<b>7,061,077</b>	<b>952,211</b>

## 2014 Collections Data for the Major Electric and Gas Companies

2014 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	5.34%	\$ 11,048,676	\$ 392.44	7.27	12,975	2.46%	\$ 7,550,419	\$ 581.92	10.78
Met.Ed.	11.38%	\$ 13,143,778	\$ 235.69	2.62	37,132	7.58%	\$ 28,399,581	\$ 764.83	8.52
PECO	17.55%	\$ 72,243,358	\$ 284.84	2.54	30,922	2.14%	\$ 18,431,768	\$ 596.07	5.31
Penelec	10.94%	\$ 11,477,195	\$ 208.32	2.79	34,889	6.93%	\$ 24,648,015	\$ 706.47	9.47
Penn Power	10.01%	\$ 2,851,679	\$ 200.95	2.48	7,515	5.30%	\$ 5,461,653	\$ 726.77	8.98
PPL	13.66%	\$ 86,564,614	\$ 518.76	3.76	54,718	4.48%	\$ 29,231,069	\$ 534.21	3.87
West Penn Pwr	12.66%	\$ 11,143,036	\$ 141.68	2.02	28,178	4.54%	\$ 16,828,038	\$ 597.20	8.51
<b>ELECTRIC</b>	<b>13.18%</b>	<b>\$ 208,472,336</b>	<b>\$ 319.57</b>	<b>3.61</b>	<b>206,329</b>	<b>4.17%</b>	<b>\$ 130,550,543</b>	<b>\$ 632.73</b>	<b>7.15</b>
Columbia	7.30%	\$ 4,300,192	\$ 152.58	1.83	18,834	4.88%	\$ 11,612,648	\$ 616.58	7.38
Equitable	9.30%	\$ 3,189,541	\$ 140.73	1.46	10,651	4.37%	\$ 6,856,694	\$ 643.76	6.68
NFG	9.97%	\$ 3,862,598	\$ 195.09	2.51	7,809	3.93%	\$ 3,003,358	\$ 384.60	4.94
Peoples	10.77%	\$ 7,258,870	\$ 203.87	2.10	14,302	4.33%	\$ 4,207,494	\$ 294.19	3.03
PGW	22.28%	\$ 53,123,744	\$ 508.15	5.17	21,900	4.67%	\$ 17,540,032	\$ 800.91	8.15
UGI-Gas	18.10%	\$ 12,862,673	\$ 214.29	3.13	6,364	1.92%	\$ 2,744,404	\$ 431.24	6.29
UGI-Penn Natural	19.29%	\$ 8,417,978	\$ 289.91	2.86	4,105	2.73%	\$ 1,984,628	\$ 483.47	4.77
<b>GAS</b>	<b>14.21%</b>	<b>\$ 93,015,596</b>	<b>\$ 310.20</b>	<b>3.48</b>	<b>83,965</b>	<b>3.98%</b>	<b>\$ 47,949,258</b>	<b>\$ 571.06</b>	<b>6.42</b>
<b>TOTAL</b>		<b>\$ 301,487,932</b>			<b>290,294</b>		<b>\$ 178,499,801</b>		

## 2014 Collections Data for the Major Electric and Gas Companies

2014 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	40.60%	31.55%	41,129	7.80%	\$ 18,599,095	\$ 452.21	8.38	23,853	4.52%
Met.Ed.	68.36%	39.97%	92,899	18.96%	\$ 41,543,359	\$ 447.19	4.98	25,071	5.12%
PECO	20.33%	10.87%	284,551	19.69%	\$ 90,675,126	\$ 318.66	2.84	89,655	6.20%
Penelec	68.23%	38.77%	89,984	17.87%	\$ 36,125,210	\$ 401.46	5.38	20,657	4.10%
Penn Power	65.70%	34.62%	21,706	15.31%	\$ 8,313,332	\$ 383.00	4.73	4,482	3.16%
PPL	25.24%	24.69%	221,586	18.13%	\$ 115,795,683	\$ 522.58	3.78	56,777	4.65%
West Penn Pwr	60.16%	26.38%	106,828	17.20%	\$ 27,971,074	\$ 261.83	3.73	12,133	1.95%
<b>ELECTRIC</b>	<b>38.51%</b>	<b>24.03%</b>	<b>858,683</b>	<b>17.34%</b>	<b>\$ 339,022,879</b>	<b>\$ 394.82</b>	<b>4.46</b>	<b>232,628</b>	<b>4.70%</b>
Columbia	72.98%	40.06%	47,017	12.18%	\$ 15,912,840	\$ 338.45	4.05	11,252	2.91%
Equitable	68.25%	31.97%	33,316	13.68%	\$ 10,046,235	\$ 301.54	3.13	7,607	3.12%
NFG	43.74%	28.29%	27,608	13.90%	\$ 6,865,956	\$ 248.69	3.19	9,942	5.00%
Peoples	36.69%	28.66%	49,907	15.10%	\$ 11,466,364	\$ 229.75	2.37	9,436	2.86%
PGW	24.82%	17.32%	126,444	26.94%	\$ 70,663,776	\$ 558.85	5.69	29,769	6.34%
UGI-Gas	17.58%	9.59%	66,388	20.02%	\$ 15,607,077	\$ 235.09	3.43	11,149	3.36%
UGI-Penn Natural	19.08%	12.39%	33,142	22.02%	\$ 10,402,606	\$ 313.88	3.10	7,242	4.81%
<b>GAS</b>	<b>34.02%</b>	<b>21.88%</b>	<b>383,822</b>	<b>18.19%</b>	<b>\$ 140,964,854</b>	<b>\$ 367.27</b>	<b>4.13</b>	<b>86,397</b>	<b>4.09%</b>
<b>TOTAL</b>			<b>1,242,505</b>		<b>\$ 479,987,733</b>			<b>319,025</b>	

## 2014 Collections Data for the Major Electric and Gas Companies

2014 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	18,523	77.65%	\$ 82.00	\$ 52.00	\$ 53.99	4.26%	\$ 14,756,632
Met.Ed.	20,185	80.51%	\$ 122.00	\$ 80.00	\$ 89.82	7.85%	\$ 15,355,927
PECO	67,343	75.11%	\$ 120.87	\$ 108.61	\$ 112.26	3.55%	\$ 16,059,880
Penelec	15,959	77.26%	\$ 105.00	\$ 70.00	\$ 74.64	8.01%	\$ 12,880,756
Penn Power	3,925	87.57%	\$ 122.00	\$ 73.00	\$ 80.91	6.06%	\$ 2,752,716
PPL	42,767	75.32%	\$ 182.72	\$ 114.09	\$ 138.07	6.01%	\$ 13,166,739
West Penn Pwr	9,472	78.07%	\$ 99.00	\$ 63.00	\$ 70.16	5.39%	\$ 10,346,099
<b>ELECTRIC</b>	<b>178,174</b>	<b>76.59%</b>	<b>\$ 119.08</b>	<b>\$ 80.10</b>	<b>\$ 88.55</b>	<b>5.17%</b>	<b>\$ 85,318,749</b>
Columbia	6,212	55.21%	\$ 84.20	\$ 35.00	\$ 83.54	4.15%	\$ 2,885,816
Equitable	5,620	73.88%	\$ 96.72	\$ 28.40	\$ 96.35	3.76%	\$ 2,516,300
NFG	6,753	67.92%	\$ 78.36	\$ 32.45	\$ 77.87	4.03%	\$ 648,971
Peoples	5,210	55.21%	\$ 97.49	\$ 44.70	\$ 97.07	3.48%	\$ 2,705,304
PGW	19,836	66.63%	\$ 101.51	\$ 38.14	\$ 98.30	13.66%	\$ 1,307,869
UGI-Gas	5,240	47.00%	\$ 73.00	\$ 25.00	\$ 68.57	6.74%	\$ 2,568,308
UGI-Penn Natural	4,008	55.34%	\$ 105.00	\$ 30.00	\$ 101.40	5.86%	\$ 1,464,516
<b>GAS</b>	<b>52,879</b>	<b>61.20%</b>	<b>\$ 90.90</b>	<b>\$ 33.38</b>	<b>\$ 89.01</b>	<b>6.79%</b>	<b>\$ 14,097,084</b>
<b>TOTAL</b>	<b>231,053</b>						<b>\$ 99,415,833</b>