

2016 Collections Data for the Major Electric and Gas Companies

2016 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
Duquesne	\$ 530,859,408	\$ 8,688,610	1.64%	\$ 1,369,745	\$ 7,318,865	1.38%	15.76%	526,283
Met.Ed.	\$ 575,062,397	\$ 13,557,436	2.36%	\$ 2,191,428	\$ 11,366,008	1.98%	16.16%	495,698
PECO	\$ 2,407,004,518	\$ 25,157,943	1.05%	\$ 7,146,966	\$ 18,010,977	0.75%	28.41%	1,466,107
Penelec	\$ 528,498,042	\$ 12,745,926	2.41%	\$ 2,295,609	\$ 10,450,317	1.98%	18.01%	501,820
Penn Power	\$ 184,157,994	\$ 2,930,804	1.59%	\$ 646,039	\$ 2,284,765	1.24%	22.04%	143,536
PPL	\$ 2,042,218,145	\$ 56,183,980	2.75%	\$ 19,288,578	\$ 36,895,402	1.81%	34.33%	1,231,155
West Penn Pwr	\$ 660,819,787	\$ 12,404,107	1.88%	\$ 2,652,187	\$ 9,751,920	1.48%	21.38%	623,830
ELECTRIC	\$ 6,928,620,291	\$ 131,668,806	1.90%	\$ 35,590,552	\$ 96,078,254	1.39%	27.03%	4,988,429
Columbia	\$ 339,157,621	\$ 7,405,860	2.18%	\$ 3,032,997	\$ 4,372,863	1.29%	40.95%	390,394
NFG	\$ 112,921,146	\$ 3,650,873	3.23%	\$ 577,438	\$ 3,073,435	2.72%	15.82%	197,992
Peoples	\$ 233,686,044	\$ 10,256,963	4.39%	\$ 312,260	\$ 9,944,703	4.26%	3.04%	331,814
Peoples-Equitable	\$ 164,798,640	\$ 3,659,582	2.22%	\$ 322,467	\$ 3,337,115	2.02%	8.81%	243,371
PGW	\$ 408,208,547	\$ 61,371,552	15.03%	\$ 8,391,342	\$ 52,980,210	12.98%	13.67%	473,019
UGI-Gas	\$ 189,045,405	\$ 4,725,255	2.50%	\$ 1,128,059	\$ 3,597,196	1.90%	23.87%	345,693
UGI-Penn Natural	\$ 131,594,611	\$ 2,534,491	1.93%	\$ 756,906	\$ 1,777,585	1.35%	29.86%	152,761
GAS	\$ 1,579,412,014	\$ 93,604,576	5.93%	\$ 14,521,469	\$ 79,083,107	5.01%	15.51%	2,135,044
TOTAL	\$ 8,508,032,305	\$ 225,273,382		\$ 50,112,021	\$ 175,161,361			7,123,473

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

2016 Collections Data for the Major Electric and Gas Companies

2016 Company	Not on Agreement Overdue Customers	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
Duquesne	63,906	12.14%	\$ 11,011,293	\$ 172.30	2.11	14,553	2.77%	\$ 12,409,870	\$ 852.74
Met.Ed.	71,055	14.33%	\$ 15,394,247	\$ 216.65	2.23	30,065	6.07%	\$ 19,000,049	\$ 631.97
PECO	240,178	16.38%	\$ 53,310,909	\$ 221.96	2.14	27,238	1.86%	\$ 15,098,732	\$ 554.33
Penelec	70,339	14.02%	\$ 15,396,273	\$ 218.89	2.50	30,370	6.05%	\$ 18,031,049	\$ 593.71
Penn Power	17,991	12.53%	\$ 4,670,013	\$ 259.57	2.43	7,800	5.43%	\$ 5,036,811	\$ 645.75
PPL	170,086	13.82%	\$ 78,760,112	\$ 463.06	3.49	45,290	3.68%	\$ 22,619,415	\$ 499.44
West Penn Pwr	86,964	13.94%	\$ 16,434,170	\$ 188.98	2.14	25,358	4.06%	\$ 13,846,802	\$ 546.05
ELECTRIC	720,519	14.44%	\$ 194,977,017	\$ 270.61	2.71	180,674	3.62%	\$ 106,042,728	\$ 586.93
Columbia	27,176	6.96%	\$ 3,214,484	\$ 118.28	1.61	16,198	4.15%	\$ 8,984,292	\$ 554.65
NFG	16,525	8.35%	\$ 3,013,689	\$ 182.37	3.52	5,916	2.99%	\$ 2,340,304	\$ 395.59
Peoples	35,846	10.80%	\$ 5,645,296	\$ 157.49	2.65	9,571	2.88%	\$ 3,035,084	\$ 317.11
Peoples-Equitable	30,944	12.71%	\$ 4,345,886	\$ 140.44	2.49	5,541	2.28%	\$ 1,575,537	\$ 284.34
PGW	100,260	21.20%	\$ 40,262,637	\$ 401.58	5.16	20,691	4.37%	\$ 14,379,213	\$ 694.95
UGI-Gas	55,898	16.17%	\$ 7,948,325	\$ 142.19	2.78	4,970	1.44%	\$ 1,733,206	\$ 348.73
UGI-Penn Natural	25,485	16.68%	\$ 5,035,760	\$ 197.60	2.79	2,798	1.83%	\$ 1,102,675	\$ 394.09
GAS	292,134	13.68%	\$ 69,466,077	\$ 237.79	3.77	65,685	3.08%	\$ 33,150,311	\$ 504.69
TOTAL	1,012,653		\$ 264,443,094			246,359		\$ 139,193,039	

Note: All industry av

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2016 Company	Agreements Weighted Arrearage	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
Duquesne	10.43	52.99%	18.55%	78,459	14.91%	\$ 23,421,163	\$ 298.51	3.65	12,726
Met.Ed.	6.50	55.24%	29.73%	101,120	20.40%	\$ 34,394,296	\$ 340.13	3.50	25,276
PECO	5.34	22.07%	10.19%	267,416	18.24%	\$ 68,409,641	\$ 255.82	2.46	85,937
Penelec	6.78	53.94%	30.16%	100,709	20.07%	\$ 33,427,322	\$ 331.92	3.79	22,121
Penn Power	6.05	51.89%	30.24%	25,791	17.97%	\$ 9,706,824	\$ 376.36	3.53	4,651
PPL	3.77	22.31%	21.03%	215,376	17.49%	\$ 101,379,527	\$ 470.71	3.55	40,849
West Penn Pwr	6.17	45.73%	22.58%	112,322	18.01%	\$ 30,280,972	\$ 269.59	3.05	14,878
ELECTRIC	5.89	35.23%	20.05%	901,193	18.07%	\$ 301,019,745	\$ 334.02	3.35	206,438
Columbia	7.55	73.65%	37.34%	43,374	11.11%	\$ 12,198,776	\$ 281.25	3.83	9,945
NFG	7.63	43.71%	26.36%	22,441	11.33%	\$ 5,353,993	\$ 238.58	4.60	1,422
Peoples	5.33	34.96%	21.07%	45,417	13.69%	\$ 8,680,380	\$ 191.13	3.21	7,536
Peoples-Equitable	5.05	26.61%	15.19%	36,485	14.99%	\$ 5,921,423	\$ 162.30	2.88	5,845
PGW	8.94	26.32%	17.11%	120,951	25.57%	\$ 54,641,850	\$ 451.77	5.81	25,805
UGI-Gas	6.81	17.90%	8.17%	60,868	17.61%	\$ 9,681,531	\$ 159.06	3.10	12,029
UGI-Penn Natural	5.57	17.96%	9.89%	28,283	18.51%	\$ 6,138,435	\$ 217.04	3.07	6,826
GAS	8.01	32.31%	18.36%	357,819	16.76%	\$ 102,616,388	\$ 286.78	4.55	69,408
TOTAL				1,259,012		\$ 403,636,133			275,846

Note: All industry av

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2016 Company	Termination Percent per Customer	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	2.42%	8,710	68.44%	\$ 106.00	\$ 80.00	\$ 81.79	4.41%	\$ 6,530,439
Met.Ed.	5.10%	20,811	82.34%	\$ 122.00	\$ 89.00	\$ 97.17	5.98%	\$ 16,438,551
PECO	5.86%	70,228	81.72%	\$ 91.71	\$ 108.99	\$ 103.79	2.84%	\$ 15,528,147
Penelec	4.41%	16,942	76.59%	\$ 114.00	\$ 83.00	\$ 87.52	6.32%	\$ 15,518,497
Penn Power	3.24%	4,201	90.32%	\$ 156.00	\$ 96.00	\$ 106.70	5.27%	\$ 3,805,201
PPL	3.32%	30,669	75.08%	\$ 166.60	\$ 113.81	\$ 132.61	4.96%	\$ 14,178,936
West Penn Pwr	2.38%	11,744	78.94%	\$ 116.00	\$ 81.00	\$ 88.48	4.58%	\$ 14,741,360
ELECTRIC	4.14%	163,305	79.11%	\$ 124.62	\$ 93.11	\$ 99.72	4.34%	\$ 86,741,131
Columbia	2.55%	5,199	52.28%	\$ 74.00	\$ 32.00	\$ 73.46	3.60%	\$ 3,289,473
NFG	0.72%	913	64.21%	\$ 52.10	\$ 26.02	\$ 51.86	4.74%	\$ 533,740
Peoples	2.27%	5,081	67.42%	\$ 59.67	\$ 25.30	\$ 59.46	3.71%	\$ 2,478,687
Peoples-Equitable	2.40%	4,006	68.54%	\$ 56.52	\$ 19.45	\$ 56.36	3.59%	\$ 2,385,710
PGW	5.46%	16,771	64.99%	\$ 79.75	\$ 32.93	\$ 77.77	13.39%	\$ 2,964,826
UGI-Gas	3.48%	7,556	62.81%	\$ 53.88	\$ 20.29	\$ 51.23	5.12%	\$ 4,123,296
UGI-Penn Natural	4.47%	4,318	63.26%	\$ 72.87	\$ 25.36	\$ 70.81	4.66%	\$ 1,484,127
GAS	3.25%	43,844	63.17%	\$ 64.11	\$ 25.91	\$ 62.99	6.50%	\$ 17,259,859
TOTAL		207,149						\$ 104,000,990

Note: All industry av