

Cold Weather Survey Results 2002
ELECTRIC

	ALLEGHENY POWER	DUQUESNE LIGHT	MET-ED & PENELEC	PECO*	PENN POWER	PPL	UGI ELECTRIC	TOTAL
No. of Residential properties terminated	8,777	9,301	9,268	46,563	1,531	8,684	728	84,852
Residential properties not reconnected and without authorized service at the time of the survey	2,487	2,696	813	10,206	374	2,699	152	19,427
Premises vacant	1,389	1,156	479	2,214	323	1,377	103	7,041
Contacted and reconnected with a payment/settlement agreement	1,013	746	245	1,652	49	1,094	42	4,841
Unauthorized use discovered, service remains on	1	2	22	3,765	0	54	0	3,844
Cannot contact and premises appear to be occupied (no. identified as low income custs)	49 20	753 401	47 20	2,513 804	0 0	140 0	0	3502 1245
Premises occupied, service off cust. contacted.** (no. identified as low income custs)	35 17	39 22	20 7	179 54	5 5	34 9	7 5	319 119
heating with:								
kerosene heater	10	0	1	8	0	0	2	21
electric space heater	0	0	0	0	0	0	0	0
wood/coal stove or furnace	3	0	1	1	0	0	2	7
fireplace	0	0	0	0	0	0	0	0
kitchen stove/oven	0	0	0	1	0	0	0	1
portable oil heater	0	0	1	1	0	1	0	3
other	18	0	12	43	5	4	3	85
Average No. of residential customers served	594,203	525,744	947,659	1,385,506	134,841	1,135,495	54,132	4,777,580
No. of residential properties occupied and off*	53	792	52	2638	0	169	0	3704

*PECO data includes gas and electric

**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.

	COLUMBIA	DOMINION PEOPLES	EQUITABLE	NFG	PG ENERGY	PGW	TW PHILLIPS	UGI	TOTAL
No. of Residential properties terminated	7,096	5,533	11,147	5,832	3,620	33,510	1,186	4,424	72,348
Residential properties not reconnected and without authorized service at the time of the survey.	3,547	2,046	5,550	2,555	571	10,304	507	2,137	27,217
Premises vacant	557	471	805	570	272	1,293	147	447	4,562
Contacted and reconnected with a payment/settlement agreement	2,212	670	2,819	1,532	238	3,283	262	939	11,955
Unauthorized use discovered service remains on	0	22	0	0	0	4	1	4	31
Cannot contact and premises appear to be occupied	277	762	961	192	1	3,455	37	308	5,993
(no. identified as low income custs)	117	762	151	94	1	1,575	5	128	2,833
Premises occupied, service off, customer contacted.*	501	121	965	261	60	2,269	60	439	4,676
(no. identified as low income custs)	255	121	298	164	25	1,296	30	240	2,429
heating with:									
kerosene heater	28	13	84	46	11	566	14	18	780
electric space heater	114	35	501	137	46	1,117	24	125	2,099
wood/coal stove or furnace	8	3	8	22	0	0	4	2	47
fireplace	2	0	1	2	0	0	0	0	5
kitchen stove/oven	5	2	4	1	0	0	2	2	16
portable oil heater	2	1	1	0	1	18	1	2	26
other	13	55	21	8	0	21	6	44	168
Average No. of residential customers served	348,119	321,824	229,058	195,111	138,789	431,883	55,394	254,887	1,975,065
No. of residential properties occupied and off	606	774	1,306	237	3	4,002	46	554	7,528

*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.