

	COLUMBIA	DOMINION PEOPLES	EQUITABLE	NFG	PG ENERGY	PGW	TW PHILLIPS	UGI	TOTAL
No. of Residential properties terminated	6,617	582	6,183	5,349	2,815	19,932	744	6,039	48,261
Residential properties not reconnected and without authorized service at the time of the survey.	2,434	251	2,794	1,933	396	4,062	272	2,379	14,521
Premises vacant	600	35	753	504	170	780	68	571	3,481
Contacted and reconnected with a payment/settlement agreement	1,365	132	1,420	1,122	161	1,068	152	1,114	6,534
Unauthorized use discovered service remains on	0	3	0	0	0	135	0	2	140
Cannot contact and premises appear to be occupied (no. identified as low income custs)	148	13	132	147	1	1,161	23	327	1,952
	82	2	28	69	1	N/A	19	86	287
Premises occupied, service off, customer contacted.* (no. identified as low income custs)	321	65	489	153	62	918	26	361	2,395
	186	12	68	81	23	N/A	18	158	546
heating with:									
kerosene heater	45	21	44	28	18	295	5	29	485
electric space heater	89	30	260	82	39	260	11	145	916
wood/coal stove or furnace	6	2	5	12	0	0	3	1	29
fireplace	1	3	0	1	0	0	0	0	5
kitchen stove/oven	2	2	0	1	3	0	1	3	12
portable oil heater	2	3	0	1	0	10	1	0	17
nothing, living without heat	175	4	180	25	2	353	5	147	891
other*	1	0	0	3	0	0	0	36	40
Average No. of residential customers served	341,717	321,828	230,271	195,459	137,368	493,741	53,364	242,770	2,016,518
No. of residential properties occupied and off (No. identified as low income custs.)	469	78	621	300	63	2,079	49	688	4,347
	268	14	96	150	24	N/A	37	244	833

*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.

Cold Weather Survey Results 2000
ELECTRIC

	ALLEGHENY POWER	DUQUESNE LIGHT	GPU	PECO*	PENN POWER	PPL	UGI ELECTRIC	TOTAL
No. of Residential properties terminated	7,889	5,355	4,634	32,525	1,413	7,865	560	60,241
Residential properties not reconnected and without authorized service at the time of the survey	1,967	2,514	1,210	6,265	276	2,555	157	14,944
Premises vacant	1,391	511	989	2,761	243	1,422	69	7,386
Contacted and reconnected with a payment/settlement agreement	484	1,634	132	1,284	29	1,059	81	4,703
Unauthorized use discovered, service remains on	0	0	23	1,169	0	36	0	1,228
Cannot contact and premises appear to be occupied	59	361	41	866	2	16	0	1345
(no. identified as low income custs)	25	167	8	312	1	6	0	519
Premises occupied, service off cust. contacted.**	26	8	15	67	0	21	6	143
(no. identified as low income custs)	19	1	7	30	0	15	3	75
heating with:								
kerosene heater	7	0	4	4	0	5	2	22
electric space heater	0	0	0	2	0	0	0	2
wood/coal stove or furnace	5	0	6	0	0	1	2	14
fireplace	2	0	0	0	0	2	0	4
kitchen stove/oven	3	0	0	0	0	0	0	3
portable oil heater	0	0	0	1	0	0	0	1
nothing, living without heat	1	0	3	60	0	4	2	70
other**	8	8	2	54	0	9	1	82
Average No. of residential customers served	588,854	521,967	935,089	1,370,370	131,830	1,119,098	54,250	4,721,458
No. of residential properties occupied and off*	85	369	56	933	2	37	6	1,488
No. identified as low income custs.	44	168	15	342	1	21	3	594

*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.