

Quarterly Update to UCARE Report

January – June 2009

Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telephone industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, payment arrangement requests (PARs) and inquiries. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water and telephone industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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BCS Activity

Total Volume of Consumer Complaints, Payment Arrangement Requests and Inquiries by Industry

January through June 2009

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	2,792	571	16,446	120	16,372
Gas	2,688	276	6,675	81	9,121
Water	591	62	1,977	5	2,977
Telephone	3,493	215	435	4	4,193
Other	6	1	4	0	1,844
Total	9,570	1,125	25,537	210	34,507

*Please note, commercial customer contacts are excluded from the analyses that appear later in this report, as BCS' regulatory authority has largely been confined to residential accounts.

Major Electric Distribution Companies

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through June 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Allegheny	250	313	25%	1,371	1,412	3%	1,252	1,551	24%
Duquesne	266	239	-10%	2,548	2,061	-19%	1,899	1,613	-15%
Met-Ed	191	254	33%	1,404	906	-36%	989	1,236	25%
PECO	1,226	1,310	7%	5,393	5,493	2%	6,761	6,372	-6%
Penelec	147	213	45%	1,292	663	-49%	925	1,105	20%
Penn Power	52	108	108%	647	331	-49%	521	484	-7%
PPL	291	307	6%	4,747	5,312	12%	2,590	2,546	-2%
Total	2,423	2,744	13%	17,402	16,178	-7%	14,937	14,907	-<1%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	313	11%	1,412	12%
Duquesne	239	2%	2,061	9%
Met-Ed	254	2%	906	10%
PECO	1,310	10%	5,493	11%
Penelec	213	4%	663	15%
Penn Power	108	3%	331	20%
PPL **	307	8%	5,312	15%
Total	2,744		16,178	
Average		6%		13%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Allegheny	20.7	10.7	17.6	6.5
Duquesne	22.4	12.0	13.1	6.8
Met-Ed	13.6	11.0	1.7	2.1
PECO	19.1	16.4	12.7	5.3
Penelec	12.3	12.3	2.0	2.5
Penn Power	11.8	11.5	1.8	1.9
PPL	20.9	18.4	8.3	11.7
Major Electric	17.3	13.2	8.2	5.3

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

Major Natural Gas Distribution Companies

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through June 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Columbia	189	327	73%	699	617	-12%	870	844	-3%
Dominion Peoples	380	369	-3%	880	615	-30%	949	974	3%
Equitable	319	258	-19%	1,194	884	-26%	1,220	1,064	-13%
National Fuel	127	106	-17%	844	662	-22%	669	627	-6%
Philadelphia Gas Works	856	1,316	54%	2,024	2,053	1%	2,984	3,291	10%
UGI Corp	172	142	-17%	1,083	976	-10%	861	769	-11%
UGI Penn Natural	49	61	25%	658	552	-16%	315	343	9%
Total	2,092	2,579	23%	7,382	6,359	-14%	7,868	7,912	1%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	327	6%	617	20%
Dominion Peoples	369	15%	615	19%
Equitable	258	8%	884	7%
National Fuel	106	0%	662	6%
Philadelphia Gas Works	1,316	12%	2,053	11%
UGI Corp	142	13%	976	16%
UGI Penn Natural	61	5%	552	19%
Total	2,579		6,359	
Average		10%		15%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Columbia	9.5	9.0	7.2	3.8
Dominion Peoples	23.4	13.8	13.9	6.1
Equitable	5.2	3.0	2.4	1.9
National Fuel	12.1	5.7	8.3	3.9
Philadelphia Gas Works	9.3	12.4	6.0	9.6
UGI Corp	16.9	19.9	8.1	7.1
UGI Penn Natural	56.6	32.4	22.6	9.0
Major Gas	19.0	13.7	9.8	5.9

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

Major Water Utilities

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through June 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Aqua PA	182	191	5%	606	651	7%	627	474	-24%
PA American	311	351	13%	1,211	1,228	1%	1,020	1,591	56%
Other Class A	16	18	13%	71	72	1%	122	53	-57%
Total	509	560	10%	1,888	1,951	3%	1,769	2,118	20%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	191	35%	651	9%
PA American	351	12%	1,228	14%
Other Class A	18	0%	72	8%
Total	560		1,951	
Average		20%		12%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Aqua PA	29.2	18.9	23.6	16.8
PA American	3.6	4.0	1.4	2.4
Other Class A	6.9	14.3	5.9	7.2
Major Water	13.2	12.4	10.3	8.8

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

Major Local Telephone Companies

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through June 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Cavalier	111	25	-78%	32	8	-75%	59	25	-58%
Embarq	108	47	-57%	24	6	-75%	126	100	-21%
Frontier Commonwealth	50	44	-12%	6	8	33%	53	65	23%
RCN	34	20	-41%	11	6	-46%	29	23	-21%
Verizon North	202	179	-11%	30	20	-33%	126	173	37%
Verizon PA	3,158	2,988	-5%	564	350	-38%	2,202	2,757	25%
Windstream	44	27	-39%	10	7	-30%	64	60	-6%
Total	3,707	3,330	-10%	677	405	-40%	2,659	3,203	21%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Cavalier	25	53%	8	25%
Embarq	47	28%	6	20%
Frontier Commonwealth	44	39%	8	14%
RCN	20	0%	6	17%
Verizon North	179	44%	20	6%
Verizon PA	2,988	39%	350	11%
Windstream	27	26%	7	0%
Total	3,330		405	
Average		39%		11%

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 10/23/09.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Cavalier	27.2	27.4	23.8	27.1
Embarq	14.5	7.7	4.5	9.0
Frontier Commonwealth	17.1	21.3	15.7	17.5
RCN	23.8	18.3	21.3	10.3
Verizon North	12.3	12.1	4.0	5.4
Verizon PA	12.1	11.8	6.5	5.7
Windstream	12.9	16.6	1.6	2.0
Major Telephone	17.1	16.5	11.1	11.0

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/23/09.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through June 2009

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL
Chapter 56	6	2	0	4	1	1	4
Title 66	5	3	2	4	1	0	5
Total	11	5	2	8	2	1	9
GAS	Columbia	Dominion Peoples	Equitable	National Fuel	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	10	17	10	0	13	7	1
Title 66	2	1	2	0	7	1	0
Total	12	18	12	0	20	8	1
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	18		10			0	
Title 66	3		1			0	
Total	21		11			0	
TELEPHONE	Cavalier	Embarq	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream
Chapter 63	11	1	8	1	55	754	7
Chapter 64	24	7	8	1	29	252	1
Total	35	8	16	2	84	1,006	8

* Infraction data on this page is accurate as of 11/05/09.

Glossary of Terms

Consumer Complaints – Cases to BCS involving billing, service, rates and other issues not related to requests for payment terms.

Infraction – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

Inquiries – Consumer contacts to BCS that require no follow-up investigation beyond the initial contact.

Major Electric Distribution Companies – Electric distribution companies with more than 100,000 residential customers.

Major Local Telephone Companies – Local telephone companies with more than 50,000 residential customers.

Major Natural Gas Distribution Companies – Natural gas distribution companies with more than 100,000 residential customers.

Major Water Utilities – Non-municipal water utilities with annual revenues of \$1,000,000 or more for three years in a row (classified as “Class A”).

Payment Arrangement Requests (PARs) – Consumer requests for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.

Justified Consumer Complaints – A consumer complaint case where, prior to BCS intervention, the company did not comply with Commission Orders, policies, regulations, reports, Secretarial Letters, tariffs or guidelines when the consumer brought the complaint to the company’s attention.

Justified Payment Arrangement Requests – A payment arrangement request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines.

Response Time – The time span in days from the date BCS first contacts the utility regarding a complaint or PAR, to the date on which the utility provides BCS with its report.