

Quarterly Update to UCARE Report

January – December 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 December 2009

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,874	1,015	34,942	230	37,001
Gas	4,012	454	14,772	135	16,442
Water	1,080	116	4,553	10	6,016
Telephone	6,230	407	952	10	8,209
Other	11	1	7	1	4,061
Total	16,207	1,993	55,226	386	71,729

*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 December 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	512	544	6%	2,871	3,065	7%	2,214	3,194	44%
Duquesne	637	443	-31%	5,094	4,480	-12%	3,266	3,700	13%
Met-Ed	368	461	25%	2,859	1,799	-37%	1,882	2,332	24%
PECO	2,518	2,230	-11%	13,458	10,786	-20%	13,550	12,056	-11%
Penelec	323	389	20%	2,653	1,428	-46%	1,642	1,978	21%
Penn Power	185	162	-12%	1,288	743	-42%	962	950	-1%
PPL	553	554	<1%	9,787	11,900	22%	4,591	9,872	115%
Total	5,096	4,783	-6%	38,010	34,201	-10%	28,107	34,082	21%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	544	10%	3,065	8%
Duquesne	443	1%	4,480	7%
Met-Ed	461	5%	1,799	11%
PECO	2,230	11%	10,786	10%
Penelec	389	5%	1,428	11%
Penn Power	162	2%	743	16%
PPL **	554	9%	11,900	10%
Total	4,783		34,201	
Average		7%		10%

*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 1/22/10.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Allegheny	22.7	10.6	18.1	6.3
Duquesne	23.5	12.4	14.0	7.3
Met-Ed	12.3	12.0	1.9	2.3
PECO	20.4	14.5	13.7	4.6
Penelec	12.0	13.4	1.9	2.2
Penn Power	11.3	11.3	1.9	2.0
PPL	19.0	19.5	6.6	8.3
Major Electric	17.3	13.4	8.3	4.7

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/22/10.

Major Natural Gas Distribution Companies

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

January through December 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	527	495	-6%	1,474	1,145	-22%	1,690	1,379	-18%
Dominion Peoples	790	526	-33%	1,999	1,267	-37%	2,032	1,712	-16%
Equitable	604	397	-34%	2,218	1,809	-18%	2,087	1,955	-6%
National Fuel	263	186	-29%	1,792	1,400	-22%	1,184	1,258	6%
Philadelphia Gas Works	1,428	1,849	30%	4,092	3,921	-4%	5,029	5,500	9%
UGI Corp	317	239	-25%	2,635	2,519	-4%	1,584	1,660	5%
UGI Penn Natural	116	168	45%	1,660	1,831	10%	650	995	53%
Total	4,045	3,860	-5%	15,870	13,892	-13%	14,256	14,459	1%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	495	10%	1,145	14%
Dominion Peoples	526	14%	1,267	13%
Equitable	397	8%	1,809	4%
National Fuel	186	0%	1,400	4%
Philadelphia Gas Works	1,849	15%	3,921	8%
UGI Corp	239	14%	2,519	9%
UGI Penn Natural	168	4%	1,831	10%
Total	3,860		13,892	
Average		11%		9%

*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 1/22/10.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Columbia	9.4	8.9	6.0	3.6
Dominion Peoples	21.6	12.3	12.1	5.0
Equitable	3.7	3.1	2.2	1.6
National Fuel	16.4	4.9	11.8	2.7
Philadelphia Gas Works	11.9	11.9	7.5	7.2
UGI Corp	14.9	20.9	6.5	7.2
UGI Penn Natural	45.3	39.9	22.8	14.1
Major Gas	17.6	14.6	9.8	5.9

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/22/10.

Major Water Utilities

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

January through December 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	335	341	2%	1,243	1,423	15%	934	1,481	59%
PA American	721	668	-7%	2,556	2,921	14%	1,762	2,611	48%
Other Class A	29	24	-17%	171	156	-9%	207	138	-33%
Total	1,085	1,033	-5%	3,970	4,500	13%	2,903	4,230	46%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	341	30%	1,423	8%
PA American	668	12%	2,921	8%
Other Class A	24	0%	156	6%
Total	1,033		4,500	
Average		17%		8%

*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 1/22/10.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Aqua PA	26.4	20.0	21.6	17.0
PA American	4.8	4.3	1.7	1.9
Other Class A	8.3	13.3	7.1	7.0
Major Water	13.2	12.5	10.1	8.6

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/22/10.

Major Local Telephone Companies

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

January through December 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	202	40	-80%	49	14	-71%	127	39	-69%
Embarq	180	87	-52%	30	13	-57%	229	157	-31%
Frontier Commonwealth	95	81	-15%	14	12	-14%	102	137	34%
RCN	60	35	-42%	18	13	-28%	54	55	2%
Verizon North	382	300	-22%	49	42	-14%	275	367	33%
Verizon PA	6,282	5,367	-15%	1,106	777	-30%	4,608	5,493	19%
Windstream	79	54	-32%	26	17	-35%	116	115	-1%
Total	7,280	5,964	-18%	1,292	888	-31%	5,511	6,363	15%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Cavalier	40	52%	14	27%
Embarq	87	24%	13	27%
Frontier Commonwealth	81	35%	12	20%
RCN	35	0%	13	23%
Verizon North	300	47%	42	6%
Verizon PA	5,367	40%	777	16%
Windstream	54	26%	17	8%
Total	5,964		888	
Average		40%		16%

*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 1/22/10.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Cavalier	26.6	24.6	20.0	24.3
Embarq	15.1	9.9	7.1	6.8
Frontier Commonwealth	20.0	18.1	16.1	16.7
RCN	23.7	18.9	22.9	9.9
Verizon North	11.8	14.5	6.0	8.5
Verizon PA	11.9	14.7	6.6	9.8
Windstream	12.0	15.2	1.2	6.4
Major Telephone	17.3	16.6	11.4	11.8

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 1/22/10.

Compliance

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

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL
Chapter 56	8	2	3	5	1	1	6
Title 66	5	3	2	4	1	0	5
Total	13	5	5	9	2	1	11
GAS	Columbia	Dominion Peoples	Equitable	National Fuel	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	10	18	11	0	56	12	1
Title 66	2	1	2	0	29	2	0
Total	12	19	13	0	85	14	1
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	21		14		0		
Title 66	3		2		0		
Total	24		16		0		
TELEPHONE	Cavalier	Embarq	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream
Chapter 63	11	2	12	1	109	1,263	8
Chapter 64	25	17	12	2	37	406	2
Total	36	19	24	3	146	1,669	10

* Infraction data on this page is accurate as of 1/29/10.

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.