

Quarterly Update to UCARE Report

January – September 2012

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 agreement 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 Agreement Requests and Inquiries by Industry

January through September 2012

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,077	599	29,686	148	32,670
Gas	2,076	145	9,110	61	6,705
Water	565	74	3,560	16	2,875
Telephone	1,952	248	288	7	3,145
Other	4	0	3	0	1,945
Total	10,674	1,066	42,647	232	47,340

*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 Agreement Request and Inquiry Statistics for Major Companies

January through September 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2011	2012	Percent Change
Duquesne	578	674	17%	4,339	4,786	10%	4,180	4,559	9%
Met-Ed	557	905	63%	1,626	1,911	18%	2,585	2,735	6%
PECO	1,334	1,262	-5%	7,105	6,148	-14%	8,959	7,776	-13%
Penelec	428	590	38%	1,419	1,702	20%	2,242	2,817	26%
Penn Power	90	133	48%	533	502	-6%	631	751	19%
PPL	955	768	-20%	16,400	12,852	-22%	9,057	7,789	-14%
West Penn	357	669	87%	2,092	1,143	-45%	2,463	2,735	11%
Total	4,299	5,001	16%	33,514	29,044	-13%	30,117	29,162	-3%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	674	11%	4,786	1%
Met-Ed	905	5%	1,911	1%
PECO	1,262	15%	6,148	1%
Penelec	590	6%	1,702	0%
Penn Power	133	14%	502	1%
PPL	768	10%	12,852	3%
West Penn	669	12%	1,143	3%
Total	5,001		29,044	
Average		9%		1%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 11/02/12.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Duquesne	17.7	19.1	9.2	10.0
Met-Ed	11.6	16.0	2.5	7.4
PECO	8.3	7.4	3.1	2.7
Penelec	11.9	15.5	2.5	7.3
Penn Power	9.8	12.9	2.6	7.2
PPL	20.2	18.6	8.6	6.6
West Penn	11.6	17.5	4.2	6.5
Major Electric	13.0	15.3	4.7	6.8

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/02/12.

Major Natural Gas Distribution Companies

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

January through September 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2011	2012	Percent Change
Columbia	170	176	4%	637	661	4%	877	690	-21%
Equitable	127	141	11%	919	805	-12%	641	631	-2%
National Fuel	89	76	-15%	400	456	14%	428	384	-10%
Peoples	127	248	95%	246	441	79%	356	476	34%
Philadelphia Gas Works	846	1,058	25%	2,475	3,208	30%	2,406	2,524	5%
UGI Corp	134	161	20%	2,119	1,848	-13%	989	829	-16%
UGI Penn Natural	102	99	-3%	1,441	1,226	-15%	641	482	-25%
Total	1,595	1,959	23%	8,237	8,645	5%	6,338	6,016	-5%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	176	9%	661	0%
Equitable	141	7%	805	1%
National Fuel	76	10%	456	1%
Peoples	248	18%	441	5%
Philadelphia Gas Works	1,058	21%	3,208	<1%
UGI Corp	161	15%	1,848	0%
UGI Penn Natural	99	13%	1,226	0%
Total	1,959		8,645	
Average		14%		1%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 11/02/12.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Columbia	7.7	5.3	2.6	1.9
Equitable	2.5	2.7	1.1	1.0
National Fuel	6.7	5.0	2.6	2.6
Peoples	12.0	9.8	4.8	4.5
Philadelphia Gas Works	9.8	19.5	5.0	10.5
UGI Corp	5.0	4.8	1.0	1.2
UGI Penn Natural	4.0	5.5	0.8	1.1
Major Gas	6.8	7.5	2.6	3.3

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/02/12.

Major Water Utilities

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

January through September 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2011	2012	Percent Change
Aqua PA	206	204	-1%	1,142	1,228	8%	640	612	-4%
PA American	325	314	-3%	2,172	2,111	-3%	1,879	909	-52%
Other Class A	12	28	133%	131	175	34%	115	100	-13%
Total	543	546	1%	3,445	3,514	2%	2,634	1,621	-39%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	204	33%	1,228	4%
PA American	314	24%	2,111	6%
Other Class A	28	0%	175	0%
Total	546		3,514	
Average		27%		4%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 11/02/12.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
Aqua PA	16.0	6.8	5.6	2.5
PA American	3.2	7.2	1.9	3.8
Other Class A	14.7	5.7	4.1	4.5
Major Water	11.3	6.6	3.9	3.6

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/02/12.

Major Local Telephone Companies

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

January through September 2011/2012

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2011	2012	Percent Change	2011	2012	Percent Change	2011	2012	Percent Change
CenturyLink	60	66	10%	7	19	171%	79	96	22%
Frontier Commonwealth	59	56	-5%	6	9	50%	67	66	-2%
Verizon North*	88	75	-15%	13	8	-39%	183	107	-42%
Verizon PA*	2,039	1,530	-25%	266	215	-19%	3,753	2,018	-46%
Windstream	50	52	4%	7	6	-14%	65	70	8%
Total	2,296	1,779	-23%	299	257	-14%	4,147	2,357	-43%

*At least part of the reduction in consumer complaints can be attributed to a trial project being conducted by the Commission with the Verizon companies. BCS is currently offering all Verizon customers calling with a service issue, the voluntary option of being transferred to a special Verizon team that immediately begins working to resolve the customer's complaint. If a customer chooses the voluntary transfer, BCS categorizes the contact as an "inquiry" rather than as a "consumer complaint."

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2012

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	66	29%	19	50%
Frontier Commonwealth	56	26%	9	0%
Verizon North	75	43%	8	0%
Verizon PA	1,530	54%	215	4%
Windstream	52	17%	6	0%
Total	1,779		257	
Average		48%		6%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 11/02/12.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2011/2012

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2011	2012*	2011	2012*
CenturyLink	23.4	13.4	17.3	6.4
Frontier Commonwealth	13.5	6.6	5.8	4.8
Verizon North	19.1	14.7	8.5	11.5
Verizon PA	18.3	16.2	11.9	8.1
Windstream	18.4	23.1	17.1	21.2
Major Telephone	18.5	14.8	12.1	10.4

*The 2012 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/02/12.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through September 2012

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	19	11	11	8	2	11	13
Title 66	0	0	0	1	0	0	0
Total	19	11	11	9	2	11	13
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	5	3	1	23	14	8	2
Title 66	0	0	0	0	0	0	0
Total	5	3	1	23	14	8	2
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	83		69		0		
Title 66	1		0		0		
Total	84		69		0		
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	16	23	54	1,105	3		
Chapter 64	20	18	35	415	14		
Total	36	41	89	1,520	17		

Infraction data on this page is accurate as of 11/13/12.

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 Agreement 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 Agreement Requests – A payment agreement 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.