

Quarterly Update to UCARE Report

January – September 2015

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 2015

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,316	470	26,492	258	15,067
Gas	2,122	145	12,037	115	6,514
Water	620	34	3,191	15	1,308
Telephone	901	116	67	1	942
Other	13	2	9	0	985
Total	9,972	767	41,796	389	24,816

*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 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
Duquesne	465	523	12%	3,090	1,832	-41%	1,295	629	-51%
Met-Ed	1,008	704	-30%	2,997	2,642	-12%	1,563	1,057	-32%
PECO	1,357	1,233	-9%	6,796	5,125	-25%	3,051	1,976	-35%
Penelec	631	562	-11%	2,759	2,617	-5%	1,233	982	-20%
Penn Power	130	158	22%	610	747	22%	255	274	7%
PPL	1,527	1,200	-21%	14,833	10,649	-28%	3,907	2,744	-30%
West Penn	647	616	-5%	1,878	1,932	3%	1,246	947	-24%
Total	5,765	4,996	-13%	32,963	25,544	-23%	12,550	8,609	-31%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	523	6%	1,832	22%
Met-Ed	704	13%	2,642	11%
PECO	1,233	9%	5,125	9%
Penelec	562	16%	2,617	12%
Penn Power	158	14%	747	15%
PPL	1,200	9%	10,649	6%
West Penn	616	3%	1,932	10%
Total	4,996		25,544	
Average		9%		11%

*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 10/16/15.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Duquesne	3.8	16.4	1.8	11.0
Met-Ed	17.6	13.7	10.4	6.8
PECO	9.1	9.3	4.3	3.8
Penelec	17.2	12.3	10.4	6.7
Penn Power	14.7	12.7	9.0	6.7
PPL	20.2	15.4	19.6	13.5
West Penn	18.6	11.9	9.4	7.0
Major Electric	15.2	12.9	12.4	9.4

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/16/15.

Major Natural Gas Distribution Companies

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

January through September 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
Columbia	133	135	2%	641	567	-12%	311	275	-12%
National Fuel	74	73	-1%	482	428	-11%	161	126	-22%
Peoples	130	188	45%	670	1,031	54%	292	315	8%
Peoples-Equitable	134	125	-7%	885	475	-46%	190	182	-4%
Philadelphia Gas Works	1,116	1,082	-3%	5,970	6,448	8%	1,983	2,168	9%
UGI Corp	199	207	4%	2,044	1,519	-26%	411	403	-2%
UGI Penn Natural	138	132	-4%	1,325	1,095	-17%	253	231	-9%
Total	1,924	1,942	1%	12,017	11,563	-4%	3,601	3,700	3%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	135	11%	567	3%
National Fuel	73	0%	428	4%
Peoples	188	0%	1,031	2%
Peoples-Equitable	125	0%	475	4%
Philadelphia Gas Works	1,082	10%	6,448	2%
UGI Corp	207	0%	1,519	15%
UGI Penn Natural	132	0%	1,095	16%
Total	1,942		11,563	
Average		7%		7%

*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 10/16/15.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Columbia	5.3	4.2	1.4	1.6
National Fuel	16.4	4.4	11.2	2.5
Peoples	3.4	2.4	2.6	1.5
Peoples-Equitable	2.3	2.1	1.2	1.1
Philadelphia Gas Works	17.7	13.3	11.3	7.8
UGI Corp	9.0	9.7	4.2	4.1
UGI Penn Natural	9.5	10.4	4.6	3.8
Major Gas	13.3	10.0	7.6	5.6

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/16/15.

Major Water Utilities

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

January through September 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
Aqua PA	120	151	26%	856	570	-33%	157	143	-9%
PA American	333	392	18%	2,342	2,448	5%	347	433	25%
Other Class A	16	40	150%	179	142	-21%	42	82	95%
Total	469	583	24%	3,377	3,160	-6%	546	658	21%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	151	31%	570	6%
PA American	392	33%	2,448	22%
Other Class A	40	6%	142	2%
Total	583		3,160	
Average		28%		15%

*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 10/16/15.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
Aqua PA	17.2	21.8	18.1	17.1
PA American	16.6	18.3	21.7	13.4
Other Class A	14.5	7.9	3.8	3.6
Major Water	16.7	18.6	19.8	13.6

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/16/15.

Major Local Telephone Companies

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

January through September 2014/2015

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2014	2015	Percent Change	2014	2015	Percent Change	2014	2015	Percent Change
CenturyLink	27	23	-15%	6	2	-67%	19	12	-37%
Frontier Commonwealth	31	34	10%	1	1	0%	13	10	-23%
Verizon North	25	39	56%	5	4	-20%	23	11	-52%
Verizon PA	581	676	16%	68	52	-24%	390	260	-33%
Windstream	24	34	42%	3	1	-67%	16	11	-31%
Total	688	806	17%	83	60	-28%	461	304	-34%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2015

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	23	20%	2	0%
Frontier Commonwealth	34	57%	1	0%
Verizon North	39	60%	4	0%
Verizon PA	676	31%	52	0%
Windstream	34	88%	1	0%
Total	806		60	
Average		35%		0%

*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 10/16/15.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2014/2015

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2014	2015*	2014	2015*
CenturyLink	13.1	18.3	12.8	10.0
Frontier Commonwealth	22.3	15.3	6.0	9.0
Verizon North	6.9	15.5	2.8	7.3
Verizon PA	8.7	10.1	3.5	8.6
Windstream	15.8	21.6	15.0	11.0
Major Telephone	9.7	11.3	4.5	8.7

*The 2015 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/16/15.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through September 2015

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	2	2	6	7	2	2	1
Title 66 and Other	0	0	0	0	0	1	0
Total	2	2	6	7	2	3	1
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	1	0	0	0	17	1	1
Title 66 and Other	0	0	0	0	7	0	0
Total	1	0	0	0	24	1	1
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	32		27		0		
Title 66 and Other	1		0		0		
Total	33		27		0		
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	2	9	4	123	7		
Chapter 64	2	10	1	73	11		
Title 66	0	0	0	6	1		
Total	4	19	5	202	19		

Infraction data on this page is accurate as of 10/28/15.

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.