

# **Quarterly Update to UCARE Report**

**January – September 2016**

# 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 September 2016

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,390	306	29,409	199	13,647
Gas	1,107	62	11,486	60	5,229
Water	487	27	3,104	20	1,190
Telephone	1,106	155	63	5	1,005
Other	4	0	8	0	475
<b>Total</b>	<b>7,094</b>	<b>550</b>	<b>44,070</b>	<b>284</b>	<b>21,546</b>

\*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 September 2015/2016

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
Duquesne	416	424	2%	1,735	1,961	13%	1,227	886	-28%
Met-Ed	563	547	-3%	2,496	3,809	53%	1,674	1,842	10%
PECO	893	709	-21%	4,893	5,120	5%	3,119	2,285	-27%
Penelec	424	512	21%	2,500	3,917	57%	1,646	2,073	26%
Penn Power	131	282	115%	720	1,386	93%	469	758	62%
PPL	594	448	-25%	10,516	9,536	-9%	4,175	2,972	-29%
West Penn	503	603	20%	1,797	2,743	53%	1,572	1,643	5%
<b>Total</b>	<b>3,524</b>	<b>3,525</b>	<b>&lt;1%</b>	<b>24,657</b>	<b>28,472</b>	<b>15%</b>	<b>13,882</b>	<b>12,459</b>	<b>-10%</b>

# Major Electric Distribution Companies

## Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	424	6%	1,961	19%
Met-Ed	547	6%	3,809	14%
PECO	709	4%	5,120	9%
Penelec	512	7%	3,917	13%
Penn Power	282	6%	1,386	11%
PPL	448	8%	9,536	8%
West Penn	603	8%	2,743	8%
<b>Total</b>	<b>3,525</b>		<b>28,472</b>	
<b>Average</b>		<b>6%</b>		<b>12%</b>

\*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 09/30/16.

# Major Electric Distribution Companies

## Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through September 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
Duquesne	18.7	23.0	11.3	13.3
Met-Ed	15.6	16.8	6.9	7.8
PECO	11.8	13.2	3.7	3.7
Penelec	14.7	16.4	6.9	8.0
Penn Power	15.4	14.1	6.6	7.7
PPL	18.6	12.4	13.4	10.3
West Penn	14.1	16.8	6.9	8.4
<b>Major Electric</b>	<b>15.2</b>	<b>16.0</b>	<b>9.4</b>	<b>8.4</b>

\*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/16.

# Major Natural Gas Distribution Companies

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

January through September 2015/2016

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
Columbia	107	94	-12%	550	550	0%	390	372	-5%
National Fuel	58	33	-43%	397	203	-49%	181	76	-58%
Peoples	150	106	-29%	945	612	-35%	582	390	-33%
Peoples-Equitable	98	72	-27%	442	380	-14%	316	195	-38%
Philadelphia Gas Works	675	583	-14%	6,183	6,427	4%	3,744	3,064	-18%
UGI Gas	118	85	-28%	1,501	1,761	17%	620	553	-11%
UGI Penn Natural	72	44	-39%	1,105	1,137	3%	360	271	-25%
<b>Total</b>	<b>1,278</b>	<b>1,017</b>	<b>-20%</b>	<b>11,123</b>	<b>11,070</b>	<b>-&lt;1%</b>	<b>6,193</b>	<b>4,921</b>	<b>-21%</b>



## Major Natural Gas Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	94	0%	550	3%
National Fuel	33	9%	203	4%
Peoples	106	3%	612	3%
Peoples-Equitable	72	0%	380	17%
Philadelphia Gas Works	583	17%	6,427	5%
UGI Gas	85	9%	1,761	7%
UGI Penn Natural	44	10%	1,137	13%
<b>Total</b>	<b>1,017</b>		<b>11,070</b>	
<b>Average</b>		<b>10%</b>		<b>8%</b>

\*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 09/30/16.

## Major Natural Gas Distribution Companies

### Response Time to Residential Consumer Complaints/Payment Arrangement Requests

**January through September 2015/2016**

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
Columbia	5.6	5.2	1.5	1.3
National Fuel	5.6	5.2	2.4	2.5
Peoples	2.9	3.5	1.4	1.2
Peoples-Equitable	2.2	2.2	1.1	1.4
Philadelphia Gas Works	17.0	17.0	8.0	7.5
UGI Gas	14.3	5.6	4.0	1.0
UGI Penn Natural	15.1	7.7	3.8	1.1
<b>Major Gas</b>	<b>12.6</b>	<b>11.7</b>	<b>5.7</b>	<b>4.8</b>

\*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/16.

## Major Water Utilities

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

January through September 2015/2016

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
Aqua PA	142	135	-5%	546	553	1%	206	186	-10%
PA American	261	285	9%	2,435	2,334	-4%	693	662	-4%
Other Class A	36	43	19%	137	181	32%	102	54	-47%
<b>Total</b>	<b>439</b>	<b>463</b>	<b>5%</b>	<b>3,118</b>	<b>3,068</b>	<b>-2%</b>	<b>1,001</b>	<b>902</b>	<b>-10%</b>

# Major Water Utilities

## Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	135	22%	553	8%
PA American	285	23%	2,334	12%
Other Class A	43	17%	181	5%
<b>Total</b>	<b>463</b>		<b>3,068</b>	
<b>Average</b>		<b>22%</b>		<b>10%</b>

\*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 09/30/16.

# Major Water Utilities

## Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through September 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
Aqua PA	21.9	21.7	17.2	13.2
PA American	20.4	21.8	14.0	13.2
Other Class A	9.1	9.1	3.8	4.2
<b>Major Water</b>	<b>20.0</b>	<b>20.2</b>	<b>14.1</b>	<b>12.6</b>

\*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/16.

## Major Local Telephone Companies

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

January through September 2015/2016

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2015	2016	Percent Change	2015	2016	Percent Change	2015	2016	Percent Change
CenturyLink	23	48	109%	2	9	350%	25	40	60%
Frontier Commonwealth	33	60	82%	2	7	250%	23	43	87%
Verizon North	33	50	52%	3	1	-67%	36	39	8%
Verizon PA	591	827	40%	63	40	-37%	573	607	6%
Windstream	30	56	87%	1	3	200%	23	34	48%
<b>Total</b>	<b>710</b>	<b>1,041</b>	<b>47%</b>	<b>71</b>	<b>60</b>	<b>-15%</b>	<b>680</b>	<b>763</b>	<b>12%</b>

# Major Local Telephone Companies

## Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through September 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	48	0%	9	0%
Frontier Commonwealth	60	50%	7	100%
Verizon North	50	36%	1	0%
Verizon PA	827	31%	40	0%
Windstream	56	50%	3	0%
<b>Total</b>	<b>1,041</b>		<b>60</b>	
<b>Average</b>		<b>31%</b>		<b>13%</b>

\*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 09/30/16.

# Major Local Telephone Companies

## Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through September 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
CenturyLink	18.3	10.0	10.0	3.9
Frontier Commonwealth	19.0	21.1	11.0	16.1
Verizon North	24.2	15.6	7.3	27.0
Verizon PA	11.0	14.3	8.1	13.1
Windstream	21.6	26.4	11.0	21.3
<b>Major Telephone</b>	<b>12.7</b>	<b>15.1</b>	<b>8.3</b>	<b>12.7</b>

\*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/16.



## Compliance

### Residential Verified Infraction Statistics by Industry Cases Opened January through September 2016

<b>ELECTRIC</b>	<b>Duquesne</b>	<b>Met-Ed</b>	<b>PECO</b>	<b>Penelec</b>	<b>Penn Power</b>	<b>PPL</b>	<b>West Penn</b>
Chapter 56	12	13	55	16	15	5	25
Title 66 and Other	1	1	0	1	0	0	1
<b>Total</b>	<b>13</b>	<b>14</b>	<b>55</b>	<b>17</b>	<b>15</b>	<b>5</b>	<b>26</b>
<b>GAS</b>	<b>Columbia</b>	<b>National Fuel</b>	<b>Peoples</b>	<b>Peoples-Equitable</b>	<b>Philadelphia Gas Works</b>	<b>UGI Gas</b>	<b>UGI Penn Natural</b>
Chapter 56	0	3	1	0	69	3	1
Title 66 and Other	0	0	0	0	5	0	0
<b>Total</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>74</b>	<b>3</b>	<b>1</b>
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>			<b>Other Class A</b>	
Chapter 56	31		43			4	
Title 66 and Other	1		0			0	
<b>Total</b>	<b>32</b>		<b>43</b>			<b>4</b>	
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>		
Chapter 63	0	10	11	240	2		
Chapter 64	0	22	11	65	2		
Title 66	0	0	1	13	1		
<b>Total</b>	<b>0</b>	<b>32</b>	<b>23</b>	<b>318</b>	<b>5</b>		

Infraction data on this page is accurate as of 10/05/16.

## 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.