

Quarterly Update to UCARE Report

January – December 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 December 2016

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	5,942	407	34,963	238	16,662
Gas	1,576	89	13,891	72	6,146
Water	720	39	3,915	26	1,552
Telephone	1,477	194	84	5	1,256
Other	4	0	8	0	596
Total	9,719	729	52,861	341	26,212

*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 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	632	582	-8%	2,372	2,299	-3%	1,571	1,108	-29%
Met-Ed	731	755	3%	3,222	4,463	39%	2,117	2,237	6%
PECO	1,143	946	-17%	6,157	6,079	-1%	3,939	2,698	-32%
Penelec	572	691	21%	3,171	4,660	47%	2,078	2,468	19%
Penn Power	180	325	81%	947	1,583	67%	607	852	40%
PPL	730	629	-14%	12,790	11,549	-10%	5,335	3,831	-28%
West Penn	655	808	23%	2,318	3,260	41%	1,985	2,038	3%
Total	4,643	4,736	2%	30,977	33,893	9%	17,632	15,232	-14%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	582	8%	2,299	16%
Met-Ed	755	9%	4,463	13%
PECO	946	5%	6,079	10%
Penelec	691	9%	4,660	12%
Penn Power	325	10%	1,583	11%
PPL	629	5%	11,549	7%
West Penn	808	11%	3,260	7%
Total	4,736		33,893	
Average		9%		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 12/30/16.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
Duquesne	20.6	20.8	12.3	12.3
Met-Ed	15.7	17.7	7.1	8.1
PECO	11.6	13.5	3.6	3.7
Penelec	14.9	17.3	7.2	8.4
Penn Power	15.9	14.8	7.0	8.0
PPL	18.6	11.8	12.6	9.1
West Penn	14.8	17.8	7.2	8.6
Major Electric	15.6	16.3	9.1	8.1

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/16.

Major Natural Gas Distribution Companies

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

January through December 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	147	124	-16%	679	687	1%	479	454	-5%
National Fuel	74	52	-30%	490	335	-32%	219	108	-51%
Peoples	182	158	-13%	1,057	702	-34%	648	458	-29%
Peoples-Equitable	121	116	-4%	495	450	-9%	350	225	-36%
Philadelphia Gas Works	828	792	-4%	7,435	7,617	2%	4,477	3,562	-20%
UGI Gas	150	130	-13%	1,784	2,195	23%	690	642	-7%
UGI Penn Natural	87	78	-10%	1,308	1,363	4%	414	331	-20%
Total	1,589	1,450	-9%	13,248	13,349	1%	7,277	5,780	-21%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	124	2%	687	2%
National Fuel	52	5%	335	4%
Peoples	158	3%	702	3%
Peoples-Equitable	116	3%	450	13%
Philadelphia Gas Works	792	23%	7,617	5%
UGI Gas	130	5%	2,195	7%
UGI Penn Natural	78	9%	1,363	12%
Total	1,450		13,349	
Average		12%		7%

*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 12/30/16.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
Columbia	5.8	5.2	1.5	1.3
National Fuel	5.6	5.7	2.4	2.7
Peoples	3.0	4.0	1.4	1.2
Peoples-Equitable	2.4	2.1	1.1	1.3
Philadelphia Gas Works	15.9	17.6	7.6	7.7
UGI Gas	13.1	5.0	3.7	1.1
UGI Penn Natural	14.1	7.4	3.6	1.2
Major Gas	11.8	11.8	5.4	5.0

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/16.

Major Water Utilities

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

January through December 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	198	205	4%	741	707	-5%	280	254	-9%
PA American	344	429	25%	3,084	2,941	-5%	906	877	-3%
Other Class A	47	61	30%	176	222	26%	122	67	-45%
Total	589	695	18%	4,001	3,870	-3%	1,308	1,198	-8%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	205	23%	707	7%
PA American	429	20%	2,941	12%
Other Class A	61	13%	222	4%
Total	695		3,870	
Average		20%		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 12/30/16.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
Aqua PA	22.7	19.5	18.2	12.1
PA American	21.1	22.6	14.9	14.9
Other Class A	11.8	10.3	3.8	4.3
Major Water	20.9	20.3	15.0	13.7

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/16.

Major Local Telephone Companies

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

January through December 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	35	63	80%	6	10	67%	35	44	26%
Frontier Commonwealth	39	86	121%	2	7	250%	27	50	85%
Verizon North	43	68	58%	3	1	-67%	52	44	-15%
Verizon PA	847	1,073	27%	82	59	-28%	823	768	-7%
Windstream	43	94	119%	1	4	300%	32	45	41%
Total	1,007	1,384	37%	94	81	-14%	969	951	-2%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2016

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	63	43%	10	0%
Frontier Commonwealth	86	43%	7	100%
Verizon North	68	56%	1	0%
Verizon PA	1,073	33%	59	0%
Windstream	94	50%	4	0%
Total	1,384		81	
Average		35%		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 12/30/16.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2015/2016

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2015	2016*	2015	2016*
CenturyLink	18.7	10.0	13.5	4.4
Frontier Commonwealth	18.2	20.3	11.0	16.1
Verizon North	20.8	14.1	7.3	27.0
Verizon PA	11.6	14.5	8.9	12.5
Windstream	22.3	26.1	11.0	19.3
Major Telephone	12.9	15.4	9.2	12.3

*The 2016 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/16.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through December 2016

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	31	32	62	38	36	6	66
Title 66 and Other	4	9	3	5	1	0	11
Total	35	41	65	43	37	6	77
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	1	3	2	5	148	5	4
Title 66 and Other	0	1	1	3	16	1	1
Total	1	4	3	8	164	6	5
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	51		66			4	
Title 66 and Other	2		1			0	
Total	53		67			4	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	17	22	59	391	27		
Chapter 64	7	26	16	154	5		
Title 66	1	1	5	31	4		
Total	25	49	80	576	36		

Infraction data on this page is accurate as of 1/13/17.

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.