

Quarterly Update to UCARE Report

January – March 2017

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 March 2017

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,760	153	2,659	33	1,951
Gas	442	42	1,331	12	730
Water	186	11	580	1	304
Telephone	336	48	13	2	251
Other	0	0	0	0	127
Total	2,724	254	4,583	48	3,363

*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 March 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
Duquesne	122	120	-2%	315	116	-63%	277	104	-62%
Met-Ed	123	243	98%	381	258	-32%	270	232	-14%
PECO	150	238	59%	666	400	-40%	422	249	-41%
Penelec	114	201	76%	347	275	-21%	285	222	-22%
Penn Power	137	51	-63%	171	115	-33%	235	64	-73%
PPL	91	185	103%	1,111	1,137	2%	577	536	-7%
West Penn	141	226	60%	290	254	-12%	241	252	5%
Total	878	1,264	44%	3,281	2,555	-22%	2,307	1,659	-28%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	120	N/A	116	N/A
Met-Ed	243	N/A	258	N/A
PECO	238	N/A	400	N/A
Penelec	201	N/A	275	N/A
Penn Power	51	N/A	115	N/A
PPL	185	N/A	1,137	N/A
West Penn	226	N/A	254	N/A
Total	1,264		2,555	
Average		N/A		N/A

*N/A – 2017 statistics are not yet available

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Duquesne	22.0	8.1	15.3	1.2
Met-Ed	11.9	10.2	6.0	3.9
PECO	12.9	12.9	3.5	4.0
Penelec	11.0	9.8	5.7	3.1
Penn Power	8.6	7.8	5.6	3.9
PPL	11.0	10.6	7.4	4.5
West Penn	11.1	9.0	6.7	3.6
Major Electric	12.4	10.1	6.9	3.9

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/07/17.

Major Natural Gas Distribution Companies

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

January through March 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
Columbia	31	42	35%	108	74	-31%	81	48	-41%
National Fuel	16	14	-13%	37	44	19%	27	23	-15%
Peoples	21	32	52%	48	37	-23%	49	32	-35%
Peoples-Equitable	16	19	19%	43	36	-16%	30	18	-40%
Philadelphia Gas Works	146	217	49%	625	727	16%	481	405	-16%
UGI Gas	27	32	19%	502	240	-52%	259	95	-63%
UGI Penn Natural	17	26	53%	344	146	-58%	113	42	-63%
Total	274	382	39%	1,707	1,304	-24%	1,040	663	-36%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	42	N/A	74	N/A
National Fuel	14	N/A	44	N/A
Peoples	32	N/A	37	N/A
Peoples-Equitable	19	N/A	36	N/A
Philadelphia Gas Works	217	N/A	727	N/A
UGI Gas	32	N/A	240	N/A
UGI Penn Natural	26	N/A	146	N/A
Total	382		1,304	
Average		N/A		N/A

*N/A – 2017 statistics are not yet available

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Columbia	5.1	6.0	1.2	1.0
National Fuel	4.4	5.8	1.5	1.7
Peoples	2.8	4.0	1.3	0.9
Peoples-Equitable	2.0	3.9	1.1	1.1
Philadelphia Gas Works	6.9	8.0	2.7	2.0
UGI Gas	9.8	5.0	1.0	0.7
UGI Penn Natural	12.5	4.3	1.2	0.7
Major Gas	6.7	6.5	1.7	1.5

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/07/17.

Major Water Utilities

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

January through March 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
Aqua PA	47	52	11%	167	143	-14%	88	53	-40%
PA American	75	107	43%	409	387	-5%	188	163	-13%
Other Class A	9	17	89%	47	45	-4%	17	8	-53%
Total	131	176	34%	623	575	-8%	293	224	-24%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	52	N/A	143	N/A
PA American	107	N/A	387	N/A
Other Class A	17	N/A	45	N/A
Total	176		575	
Average		N/A		N/A

*N/A – 2017 statistics are not yet available

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Aqua PA	27.4	16.4	19.0	9.6
PA American	19.6	21.1	10.1	11.1
Other Class A	8.6	18.7	3.4	9.3
Major Water	22.1	19.3	12.1	10.6

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/07/17.

Major Local Telephone Companies

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

January through March 2016/2017

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2016	2017	Percent Change	2016	2017	Percent Change	2016	2017	Percent Change
CenturyLink	11	27	145%	2	1	-50%	15	7	-53%
Frontier Commonwealth	12	24	100%	3	1	-67%	10	14	40%
Verizon North	12	10	-17%	1	0	-<1%	12	8	-33%
Verizon PA	229	216	-6%	16	9	-44%	246	137	-44%
Windstream	3	32	967%	0	1	<1%	10	10	0%
Total	267	309	16%	22	12	-45%	293	176	-40%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	27	N/A	1	N/A
Frontier Commonwealth	24	N/A	1	N/A
Verizon North	10	N/A	0	N/A
Verizon PA	216	N/A	9	N/A
Windstream	32	N/A	1	N/A
Total	309		12	
Average		N/A		N/A

*N/A – 2017 statistics are not yet available

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
CenturyLink	5.2	6.1	1.0	10.0
Frontier Commonwealth	11.1	11.6	12.3	7.0
Verizon North	12.6	11.3	27.0	0.0
Verizon PA	13.7	14.8	10.5	6.0
Windstream	26.7	26.4	0.0	22.0
Major Telephone	13.3	14.7	10.6	7.9

*The 2017 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/07/17.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2017

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66 and Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66 and Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	N/A		N/A			N/A	
Title 66 and Other	N/A		N/A			N/A	
Total	N/A		N/A			N/A	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	N/A	N/A	N/A	N/A	N/A		
Chapter 64	N/A	N/A	N/A	N/A	N/A		
Title 66	N/A	N/A	N/A	N/A	N/A		
Total	N/A	N/A	N/A	N/A	N/A		

N/A – 2017 statistics are not yet available

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 are classified as “Class A.” The tables in this report present individual statistics for the two largest Class A water companies, PAWC and Aqua, and for the “Other Class A” companies as a whole. The “Other Class A” water companies are Audubon Water, Columbia Water, Newtown Artesian Water, SUEZ Water Bethel, SUEZ Water PA, and York Water Company.

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. The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.

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. The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.

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.