

Quarterly Update to UCARE Report

January – June 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 June 2017

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,241	263	14,994	65	7,424
Gas	1,101	74	6,092	32	2,771
Water	424	26	1,860	5	1,556
Telephone	663	89	29	2	495
Other	3	0	2	0	323
Total	6,432	452	22,977	104	12,569

*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 June 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	243	275	13%	1,370	698	-49%	648	427	-34%
Met-Ed	289	619	114%	2,505	1,913	-24%	1,244	1,034	-17%
PECO	382	623	63%	3,070	2,558	-17%	1,485	1,108	-25%
Penelec	272	559	106%	2,593	2,132	-18%	1,411	1,007	-29%
Penn Power	205	139	-32%	904	655	-28%	563	284	-50%
PPL	236	562	138%	5,852	4,917	-16%	1,962	1,792	-9%
West Penn	305	616	102%	1,773	1,768	<1%	1,031	1,179	14%
Total	1,932	3,393	76%	18,067	14,641	-19%	8,344	6,831	-18%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	275	7%	698	5%
Met-Ed	619	13%	1,913	15%
PECO	623	3%	2,558	4%
Penelec	559	1%	2,132	14%
Penn Power	139	6%	655	14%
PPL	562	7%	4,917	8%
West Penn	616	12%	1,768	4%
Total	3,393		14,641	
Average		8%		9%

*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 07/07/17.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Duquesne	23.8	8.7	15.4	2.2
Met-Ed	15.4	14.6	8.0	7.2
PECO	13.1	12.8	3.9	3.4
Penelec	15.0	14.4	8.2	7.1
Penn Power	12.9	12.4	7.4	7.0
PPL	12.0	13.2	9.6	10.4
West Penn	15.8	13.7	8.6	7.4
Major Electric	15.3	13.3	8.5	7.4

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

Major Natural Gas Distribution Companies

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

January through June 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	59	90	53%	369	294	-20%	267	174	-35%
National Fuel	23	54	135%	100	217	117%	43	98	128%
Peoples	58	103	78%	406	272	-33%	247	252	2%
Peoples-Equitable	39	54	38%	236	249	6%	125	89	-29%
Philadelphia Gas Works	351	538	53%	3,766	3,385	-10%	2,019	1,551	-23%
UGI Gas	48	87	81%	1,170	909	-22%	409	275	-33%
UGI Penn Natural	33	57	73%	754	515	-32%	212	135	-36%
Total	611	983	61%	6,801	5,841	-14%	3,322	2,574	-23%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	90	13%	294	0%
National Fuel	54	13%	217	2%
Peoples	103	0%	272	3%
Peoples-Equitable	54	0%	249	3%
Philadelphia Gas Works	538	0%	3,385	5%
UGI Gas	87	0%	909	7%
UGI Penn Natural	57	10%	515	5%
Total	983		5,841	
Average		4%		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 07/07/17.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Columbia	5.5	5.7	1.3	1.1
National Fuel	5.7	6.0	2.2	1.2
Peoples	3.9	2.8	1.2	0.7
Peoples-Equitable	3.6	3.4	2.0	1.3
Philadelphia Gas Works	14.8	16.1	7.0	8.1
UGI Gas	7.0	3.8	1.1	1.0
UGI Penn Natural	8.2	4.5	1.1	1.1
Major Gas	11.1	10.4	4.4	5.0

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

Major Water Utilities

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

January through June 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	72	110	53%	331	288	-13%	129	109	-16%
PA American	153	272	78%	1,451	1,448	<1%	438	1,163	166%
Other Class A	28	25	-11%	106	96	-9%	32	26	-19%
Total	253	407	61%	1,888	1,832	-3%	599	1,298	117%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	110	34%	288	6%
PA American	272	13%	1,448	14%
Other Class A	25	0%	96	5%
Total	407		1,832	
Average		19%		10%

*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 07/07/17.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
Aqua PA	24.0	16.4	14.5	8.3
PA American	21.7	21.7	14.0	16.7
Other Class A	9.9	21.5	5.1	9.9
Major Water	21.0	20.1	13.6	15.0

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

Major Local Telephone Companies

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

January through June 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	24	44	83%	6	3	-50%	27	16	-41%
Frontier Commonwealth	33	46	39%	6	6	0%	27	24	-11%
Verizon North	32	23	-28%	1	0	N/A	28	12	-57%
Verizon PA	540	424	-21%	32	17	-47%	440	256	-42%
Windstream	14	63	350%	1	1	0%	14	22	57%
Total	643	600	-7%	46	27	-41%	536	330	-38%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	44	100%	3	0%
Frontier Commonwealth	46	0%	6	0%
Verizon North	23	0%	0	0%
Verizon PA	424	0%	17	0%
Windstream	63	0%	1	0%
Total	600		27	
Average		50%		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 07/07/17.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2016/2017

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2016	2017*	2016	2017*
CenturyLink	7.2	7.6	1.3	4.7
Frontier Commonwealth	18.2	10.0	16.8	3.0
Verizon North	15.7	11.2	27.0	0.0
Verizon PA	13.9	13.6	13.6	10.0
Windstream	29.7	25.2	21.0	22.0
Major Telephone	14.3	13.9	12.8	8.2

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

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	11	20	2	7	3	7	20
Title 66 and Other	5	3	1	0	3	3	7
Total	16	23	3	7	6	10	27
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	1	0	0	0	3	0	4
Title 66 and Other	0	0	0	0	1	1	0
Total	1	0	0	0	4	1	4
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	39		42			1	
Title 66 and Other	1		1			0	
Total	40		43			1	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	0	0	0	7	0		
Chapter 64	3	0	0	18	0		
Title 66 and Other	2	0	0	5	1		
Total	5	0	0	30	1		

Infraction data on this page is accurate as of 7/25/17.

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 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.