

Quarterly Update to UCARE Report

January – June 2018

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.

Table of Contents

<u>Introduction</u>	2
<u>BCS Activity</u>	
▪ Electric, Gas, Water and Telephone.....	4
<u>Major Electric Distribution Companies</u>	
▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies.....	5
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	6
▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests.....	7
<u>Major Natural Gas Distribution Companies</u>	
▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies.....	8
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	9
▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests.....	10
<u>Major Water Utilities</u>	
▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies.....	11
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	12
▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests.....	13
<u>Major Local Telephone Companies</u>	
▪ Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies.....	14
▪ Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests.....	15
▪ Response Time to Residential Consumer Complaints/Payment Arrangement Requests.....	16
<u>Compliance—Residential Verified Infraction Statistics by Industry</u>	
▪ Major Electric Distribution Companies.....	17
▪ Major Natural Gas Distribution Companies	17
▪ Major Water Utilities.....	17
▪ Major Local Telephone Companies	17
<u>Glossary of Terms</u>	18

BCS Activity

Total Volume of Consumer Complaints, Payment Arrangement Requests and Inquiries by Industry

January through June 2018

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,879	277	17,054	79	7,313
Gas	1,470	90	6,415	67	2,390
Water	627	40	2,003	10	943
Telephone	775	85	35	0	454
Other	36	5	54	0	447
Total	7,787	497	25,561	156	11,547

*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 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
Duquesne	277	297	7%	688	1,181	72%	435	668	54%
Met-Ed	615	659	7%	1,899	2,146	13%	1,050	886	-16%
PECO	611	922	51%	2,530	3,138	24%	1,147	1,244	8%
Penelec	547	510	-7%	2,121	2,347	11%	1,032	966	-6%
Penn Power	130	135	4%	652	594	-9%	296	229	-23%
PPL	533	603	13%	4,913	5,120	4%	1,824	1,445	-21%
West Penn	604	695	15%	1,758	2,172	24%	1,199	1,099	-8%
Total	3,317	3,821	15%	14,561	16,698	15%	6,983	6,537	-6%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	297	0%	1,181	8%
Met-Ed	659	5%	2,146	9%
PECO	922	3%	3,138	16%
Penelec	510	0%	2,347	12%
Penn Power	135	5%	594	15%
PPL	603	11%	5,120	10%
West Penn	695	7%	2,172	9%
Total	3,821		16,698	
Average		5%		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 07/06/18.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Duquesne	8.9	7.2	2.4	3.0
Met-Ed	15.2	12.8	7.8	4.9
PECO	14.1	14.1	3.8	4.4
Penelec	15.3	11.6	7.8	4.9
Penn Power	12.9	10.5	7.6	4.9
PPL	14.4	14.5	10.6	7.0
West Penn	14.5	11.6	8.0	5.1
Major Electric	14.2	12.4	7.9	5.3

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/06/18.

Major Natural Gas Distribution Companies

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

January through June 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
Columbia	88	79	-10%	291	299	3%	179	177	-1%
National Fuel	53	49	-8%	217	268	24%	100	73	-27%
Peoples	99	115	16%	274	367	34%	254	185	-27%
Peoples-Equitable	56	95	70%	245	320	31%	91	76	-16%
Philadelphia Gas Works	527	607	15%	3,363	3,268	-3%	1,584	1,099	-31%
UGI Gas	84	167	99%	906	1,010	11%	282	273	-3%
UGI Penn Natural	56	120	114%	510	592	16%	141	96	-32%
Total	963	1,232	28%	5,806	6,124	5%	2,631	1,979	-25%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	79	0%	299	4%
National Fuel	49	17%	268	6%
Peoples	115	0%	367	6%
Peoples-Equitable	95	0%	320	3%
Philadelphia Gas Works	607	5%	3,268	9%
UGI Gas	167	2%	1,010	8%
UGI Penn Natural	120	10%	592	11%
Total	1,232		6,124	
Average		4%		8%

* 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 07/06/18.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Columbia	5.9	5.7	1.1	1.3
National Fuel	6.3	12.2	1.1	5.6
Peoples	3.0	3.1	0.7	1.5
Peoples-Equitable	3.6	2.5	1.3	1.3
Philadelphia Gas Works	17.2	14.2	9.1	7.5
UGI Gas	4.9	17.5	1.0	7.0
UGI Penn Natural	4.7	16.9	1.0	6.9
Major Gas	11.5	12.2	5.7	6.3

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/06/18.

Major Water Utilities

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

January through June 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
Aqua PA	113	138	22%	281	286	2%	113	82	-27%
PA American	264	385	46%	1,437	1,557	8%	1,181	406	-66%
Other Class A	25	34	36%	95	89	-6%	27	48	78%
Total	402	557	39%	1,813	1,932	7%	1,321	536	-59%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	138	27%	286	7%
PA American	385	15%	1,557	19%
Other Class A	34	14%	89	6%
Total	557		1,932	
Average		20%		14%

* 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 07/06/18.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
Aqua PA	16.7	13.9	8.9	8.3
PA American	22.3	22.3	17.3	12.2
Other Class A	19.8	18.2	10.5	7.7
Major Water	20.4	19.8	15.6	11.3

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/06/18.

Major Local Telephone Companies

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

January through June 2017/2018

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2017	2018	Percent Change	2017	2018	Percent Change	2017	2018	Percent Change
CenturyLink	44	46	5%	3	4	33%	16	19	19%
Frontier Commonwealth	45	56	24%	7	1	-86%	24	13	-46%
Verizon North	23	39	70%	0	0	0%	12	12	0%
Verizon PA	420	463	10%	17	22	29%	260	206	-21%
Windstream	63	65	3%	1	1	0%	22	20	-9%
Total	595	669	12%	28	28	0%	334	270	-19%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	46	50%	4	0%
Frontier Commonwealth	56	61%	1	0%
Verizon North	39	65%	0	0%
Verizon PA	463	47%	22	0%
Windstream	65	63%	1	0%
Total	669		28	
Average		51%		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 07/06/18.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2017/2018

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2017	2018*	2017	2018*
CenturyLink	8.0	8.6	4.7	8.5
Frontier Commonwealth	10.7	8.6	2.9	5.0
Verizon North	12.0	17.2	0.0	0.0
Verizon PA	14.1	15.0	9.2	8.9
Windstream	25.5	23.5	22.0	28.0
Major Telephone	14.5	14.9	7.6	9.4

*The 2018 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/06/18.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through June 2018

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	12	31	20	26	6	44	43
Title 66 and Other	0	2	2	0	0	2	5
Total	12	33	22	26	6	46	48
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	0	2	0	0	2	17	16
Title 66 and Other	1	0	0	0	0	0	0
Total	1	2	0	0	2	17	16
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	55		47			6	
Title 66 and Other	2		3			0	
Total	57		50			6	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	0	1	2	12	5		
Chapter 63	29	47	36	282	162		
Chapter 64	0	10	2	32	1		
Title 66 and Other	1	2	1	11	4		
Total	30	60	41	337	172		

Infraction data on this page is accurate as of 09/12/18.

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.