

Quarterly Update to UCARE Report

January – June 2019

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 2019

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,026	159	15,663	70	6,704
Gas	1,306	85	5,317	63	2,293
Water	572	48	1,725	7	818
Telephone	635	102	17	0	366
Other	7	0	2	0	325
Total	6,546	394	22,724	140	10,506

*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 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
Duquesne	295	282	-4%	1,160	874	-25%	696	378	-46%
Met-Ed	670	456	-32%	2,104	2,179	4%	920	939	2%
PECO	900	837	-7%	3,093	2,592	-16%	1,317	1,036	-21%
Penelec	514	386	-25%	2,318	2,387	3%	993	1,023	3%
Penn Power	134	95	-29%	587	701	19%	237	289	22%
PPL	610	499	-18%	5,076	4,043	-20%	1,489	1,334	-10%
West Penn	699	573	-18%	2,146	2,454	14%	1,127	1,154	2%
Total	3,822	3,128	-18%	16,484	15,230	-8%	6,779	6,153	-9%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	282	9%	874	12%
Met-Ed	456	11%	2,179	11%
PECO	837	9%	2,592	18%
Penelec	386	8%	2,387	12%
Penn Power	95	15%	701	11%
PPL	499	13%	4,043	9%
West Penn	573	4%	2,454	12%
Total	3,128		15,230	
Average		9%		12%

* 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 07/10/19.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Duquesne	8.4	9.8	3.0	3.4
Met-Ed	13.3	13.0	5.2	6.3
PECO	14.9	14.8	4.7	4.8
Penelec	12.3	14.2	5.1	6.1
Penn Power	11.2	11.6	5.3	6.0
PPL	15.0	16.2	7.1	8.0
West Penn	12.5	12.9	5.4	6.0
Major Electric	13.2	13.8	5.6	6.2

*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/19.

Major Natural Gas Distribution Companies

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

January through June 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
Columbia	80	62	-23%	293	243	-17%	182	122	-33%
National Fuel	48	54	13%	260	247	-5%	82	85	4%
Peoples	114	119	4%	364	449	23%	190	274	44%
Peoples-Equitable	99	73	-26%	313	322	3%	80	126	58%
Philadelphia Gas Works	587	492	-16%	3,231	2,073	-36%	1,159	845	-27%
UGI Gas	170	169	-1%	1,003	964	-4%	280	314	12%
UGI Penn Natural	128	114	-11%	582	695	19%	101	134	33%
Total	1,226	1,083	-12%	6,046	4,993	-17%	2,074	1,900	-8%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	62	0%	243	0%
National Fuel	54	14%	247	9%
Peoples	119	0%	449	8%
Peoples-Equitable	73	13%	322	8%
Philadelphia Gas Works	492	19%	2,073	8%
UGI Gas	169	19%	964	14%
UGI Penn Natural	114	18%	695	12%
Total	1,083		4,993	
Average		14%		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 07/10/19.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Columbia	5.8	7.1	1.3	1.2
National Fuel	12.7	11.0	5.9	5.3
Peoples	3.1	3.0	1.5	1.6
Peoples-Equitable	2.6	3.2	1.3	1.7
Philadelphia Gas Works	15.5	11.3	8.9	3.6
UGI Gas	17.8	7.2	7.0	2.3
UGI Penn Natural	16.7	6.6	6.8	2.6
Major Gas	13.1	8.3	7.0	2.9

*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/19.

Major Water Utilities

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

January through June 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
Aqua PA	146	104	-29%	275	253	-8%	85	94	11%
PA American	385	307	-20%	1,536	1,311	-15%	429	376	-12%
Pittsburgh Water & Sewer*	76	109	43%	96	78	-19%	89	48	-46%
Other Class A	39	35	-10%	87	69	-21%	55	19	-65%
Total	646	555	-14%	1,994	1,711	-14%	658	537	-18%

*Pittsburgh Water & Sewer came under the Commission's regulatory authority effective 04/01/18. Pittsburgh Water & Sewer's statistics include water and sewer.

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	104	11%	253	8%
PA American	307	21%	1,311	27%
Pittsburgh Water & Sewer**	109	0%	78	5%
Other Class A	35	14%	69	5%
Total	555		1,711	
Average		17%		19%

*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 07/10/19.

**Pittsburgh Water & Sewer came under the Commission's regulatory authority effective 04/01/18. Pittsburgh Water & Sewer's statistics include water and sewer.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Aqua PA	14.7	21.1	8.2	16.7
PA American	23.2	20.2	13.2	13.5
Pittsburgh Water & Sewer**	7.5	7.2	8.4	5.3
Other Class A	18.7	16.6	8.0	10.2
Major Water	19.0	17.3	12.0	13.5

*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/19.

**Pittsburgh Water & Sewer came under the Commission's regulatory authority effective 04/01/18. Pittsburgh Water & Sewer's statistics include water and sewer.

Major Local Telephone Companies

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

January through June 2018/2019

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2018	2019	Percent Change	2018	2019	Percent Change	2018	2019	Percent Change
CenturyLink	45	29	-36%	1	1	0%	23	11	-52%
Frontier Commonwealth	51	60	18%	1	1	0%	18	19	6%
Verizon North	34	45	32%	0	0	0%	17	9	-47%
Verizon PA	452	412	-9%	11	12	9%	231	188	-19%
Windstream	64	37	-42%	1	0	-100%	21	23	10%
Total	646	583	-10%	14	14	0%	310	250	-19%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	29	54%	1	0%
Frontier Commonwealth	60	85%	1	0%
Verizon North	45	86%	0	0%
Verizon PA	412	84%	12	0%
Windstream	37	84%	0	0%
Total	583		14	
Average		81%		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 07/10/19.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
CenturyLink	9.6	13.3	2.0	21.0
Frontier Commonwealth	9.1	13.8	5.0	2.0
Verizon North	17.8	13.8	n/a	n/a
Verizon PA	15.9	11.8	9.8	2.3
Windstream	24.1	18.4	28.0	n/a
Major Telephone	15.9	12.6	10.2	3.7

*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/10/19.

n/a = No complaints were received so the Response Time calculation could not be completed.

Compliance

Residential Verified Infraction Statistics by Industry* Cases Opened January through June 2019

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	13	6	8	5	5	4	3
Title 66 and Other	5	0	1	1	1	1	0
Total	18	6	9	6	6	5	3
GAS	Columbia	National Fuel	Peoples	Peoples-Equitable	Philadelphia Gas Works	UGI Gas	UGI Penn Natural
Chapter 56	0	1	1	7	31	10	9
Title 66 and Other	0	0	0	0	0	1	2
Total	0	1	1	7	31	11	11
WATER	Aqua PA		PA American		Pittsburgh Water & Sewer**		Other Class A
Chapter 56	4		34		0		1
Title 66 and Other	0		0		0		0
Total	4		34		0		1
TELEPHONE	CenturyLink	Frontier Commonwealth		Verizon North	Verizon PA		Windstream
Chapter 30	0	5		0	5		5
Chapter 63	12	122		93	144		36
Chapter 64	7	16		24	31		5
Title 66 and Other	1	8		4	14		10
Total	20	151		121	194		56

* Infraction data on this page is accurate as of 07/15/19.

**Pittsburgh Water & Sewer's statistics include water and sewer.

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. Pittsburgh Water & Sewer, a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. Pittsburgh Water & Sewer’s statistics include both water and sewer complaints.

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.