

# **Quarterly Update to UCARE Report**

**January – December 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 December 2019

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	7,788	324	30,080	152	13,194
Gas	2,471	128	11,997	122	4,662
Water	1,169	94	3,700	26	1,802
Telephone	1,317	169	27	0	782
Other	13	0	1	0	669
<b>Total</b>	<b>12,758</b>	<b>715</b>	<b>45,805</b>	<b>300</b>	<b>21,109</b>

\*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 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	591	571	-3%	2,178	1,773	-19%	1,332	827	-38%
Met-Ed	1,180	813	-31%	3,864	3,722	-4%	1,809	1,627	-10%
PECO	1,840	1,793	-3%	6,352	6,728	6%	2,828	2,493	-12%
Penelec	929	735	-21%	4,059	4,072	<1%	1,939	1,843	-5%
Penn Power	251	190	-24%	1,091	1,219	12%	477	510	7%
PPL	1,139	946	-17%	9,083	7,464	-18%	2,915	2,504	-14%
West Penn	1,275	979	-23%	4,009	4,309	7%	2,218	2,136	-4%
<b>Total</b>	<b>7,205</b>	<b>6,027</b>	<b>-16%</b>	<b>30,636</b>	<b>29,287</b>	<b>-4%</b>	<b>13,518</b>	<b>11,940</b>	<b>-12%</b>

# Major Electric Distribution Companies

## Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	571	11%	1,773	12%
Met-Ed	813	7%	3,722	14%
PECO	1,793	4%	6,728	17%
Penelec	735	8%	4,072	13%
Penn Power	190	5%	1,219	12%
PPL	946	9%	7,464	10%
West Penn	979	6%	4,309	12%
<b>Total</b>	<b>6,027</b>		<b>29,287</b>	
<b>Average</b>		<b>7%</b>		<b>13%</b>

\* 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 01/10/20.

# Major Electric Distribution Companies

## Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Duquesne	9.1	11.9	3.0	4.0
Met-Ed	13.6	15.5	5.3	7.3
PECO	16.7	17.9	5.0	6.5
Penelec	12.7	16.4	5.2	7.0
Penn Power	12.2	15.8	5.7	7.6
PPL	13.6	18.7	6.5	7.7
West Penn	12.9	15.4	5.6	7.3
<b>Major Electric</b>	<b>13.7</b>	<b>16.5</b>	<b>5.5</b>	<b>7.0</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/10/20.

## Major Natural Gas Distribution Companies

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

January through December 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	159	134	-16%	534	478	-10%	322	242	-25%
National Fuel	112	95	-15%	587	625	6%	225	178	-21%
Peoples	232	233	<1%	710	878	24%	375	477	27%
Peoples-Equitable	199	166	-17%	616	691	12%	178	215	21%
Philadelphia Gas Works	1,050	937	-11%	6,113	4,756	-22%	2,380	1,877	-21%
UGI Gas	356	299	-16%	2,306	2,336	1%	704	671	-5%
UGI Penn Natural	233	235	1%	1,418	1,507	6%	253	300	19%
<b>Total</b>	<b>2,341</b>	<b>2,099</b>	<b>-10%</b>	<b>12,284</b>	<b>11,271</b>	<b>-8%</b>	<b>4,437</b>	<b>3,960</b>	<b>-11%</b>



## Major Natural Gas Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	134	4%	478	3%
National Fuel	95	11%	625	7%
Peoples	233	1%	878	7%
Peoples-Equitable	166	6%	691	7%
Philadelphia Gas Works	937	8%	4,756	11%
UGI Gas	299	13%	2,336	12%
UGI Penn Natural	235	11%	1,507	11%
<b>Total</b>	<b>2,099</b>		<b>11,271</b>	
<b>Average</b>		<b>8%</b>		<b>9%</b>

\* 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 01/10/20.

# Major Natural Gas Distribution Companies

## Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Columbia	6.4	6.9	1.4	1.3
National Fuel	12.5	12.3	6.9	5.8
Peoples	3.4	3.5	1.7	1.9
Peoples-Equitable	3.3	3.6	1.7	1.8
Philadelphia Gas Works	18.1	14.5	10.7	5.7
UGI Gas	16.3	11.1	5.5	3.6
UGI Penn Natural	16.2	11.9	5.5	3.8
<b>Major Gas</b>	<b>13.9</b>	<b>11.0</b>	<b>7.6</b>	<b>4.3</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/10/20.

## Major Water Utilities

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

January through December 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	294	250	-15%	591	540	-9%	1,222	199	-84%
PA American	755	583	-23%	3,248	2,787	-14%	905	746	-18%
Pittsburgh Water & Sewer*	265	244	-8%	190	181	-5%	200	83	-59%
Other Class A	72	57	-21%	166	163	-2%	80	51	-36%
<b>Total</b>	<b>1,386</b>	<b>1,134</b>	<b>-18%</b>	<b>4,195</b>	<b>3,671</b>	<b>-12%</b>	<b>2,407</b>	<b>1,079</b>	<b>-55%</b>

\*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 December 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	250	12%	540	10%
PA American	583	15%	2,787	24%
Pittsburgh Water & Sewer**	244	17%	181	4%
Other Class A	57	7%	163	2%
<b>Total</b>	<b>1,134</b>		<b>3,671</b>	
<b>Average</b>		<b>14%</b>		<b>17%</b>

\*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 01/10/20.

\*\*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 December 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
Aqua PA	18.0	22.2	11.5	17.9
PA American	24.1	20.6	16.1	12.0
Pittsburgh Water & Sewer**	7.9	8.7	7.4	5.6
Other Class A	16.5	19.8	8.4	10.0
<b>Major Water</b>	<b>19.2</b>	<b>18.2</b>	<b>14.8</b>	<b>12.5</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/10/20.

\*\*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 December 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	170	48	-72%	3	6	100%	58	23	-60%
Frontier Commonwealth	149	139	-7%	3	2	-33%	51	58	14%
Verizon North	68	83	22%	2	1	-50%	28	31	11%
Verizon PA	1,051	874	-17%	21	14	-33%	481	411	-15%
Windstream	163	85	-48%	3	0	-100%	44	23	-48%
<b>Total</b>	<b>1,601</b>	<b>1,229</b>	<b>-23%</b>	<b>32</b>	<b>23</b>	<b>-28%</b>	<b>662</b>	<b>546</b>	<b>-18%</b>

## Major Local Telephone Companies

### Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through December 2019

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	48	38%	6	0%
Frontier Commonwealth	139	71%	2	100%
Verizon North	83	64%	1	0%
Verizon PA	874	67%	14	20%
Windstream	85	57%	0	0%
<b>Total</b>	<b>1,229</b>		<b>23</b>	
<b>Average</b>		<b>64%</b>		<b>25%</b>

\* 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 01/10/20.

## Major Local Telephone Companies

### Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through December 2018/2019

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2018	2019*	2018	2019*
CenturyLink	13.7	17.1	8.3	21.7
Frontier Commonwealth	12.3	12.9	7.7	19.0
Verizon North	16.0	14.2	7.5	1.0
Verizon PA	15.1	12.9	7.8	5.9
Windstream	17.0	16.1	15.0	n/a
<b>Major Telephone</b>	<b>14.9</b>	<b>13.4</b>	<b>8.5</b>	<b>11.0</b>

\*The 2019 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/10/20.

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 December 2019

<b>ELECTRIC</b>	<b>Duquesne</b>	<b>Met-Ed</b>	<b>PECO</b>	<b>Penelec</b>	<b>Penn Power</b>	<b>PPL</b>	<b>West Penn</b>
Chapter 56	38	34	19	37	11	30	34
Title 66 and Other	6	0	1	1	1	2	1
<b>Total</b>	<b>44</b>	<b>34</b>	<b>20</b>	<b>38</b>	<b>12</b>	<b>32</b>	<b>35</b>
<b>GAS</b>	<b>Columbia</b>	<b>National Fuel</b>	<b>Peoples</b>	<b>Peoples-Equitable</b>	<b>Philadelphia Gas Works</b>	<b>UGI Gas</b>	<b>UGI Penn Natural</b>
Chapter 56	1	6	1	5	46	34	23
Title 66 and Other	0	1	0	0	2	1	2
<b>Total</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>48</b>	<b>35</b>	<b>25</b>
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>		<b>Pittsburgh Water &amp; Sewer**</b>		<b>Other Class A</b>
Chapter 56	26		62		28		3
Title 66 and Other	0		1		1		1
<b>Total</b>	<b>26</b>		<b>63</b>		<b>29</b>		<b>4</b>
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>		<b>Verizon North</b>	<b>Verizon PA</b>		<b>Windstream</b>
Chapter 30	3	14		0	10		4
Chapter 63	19	367		157	887		156
Chapter 64	7	38		30	62		7
Title 66 and Other	1	22		10	72		26
<b>Total</b>	<b>30</b>	<b>441</b>		<b>197</b>	<b>1,031</b>		<b>193</b>

\* Infraction data on this page is accurate as of 01/15/20.

\*\*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, Community Utilities of PA, 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.