

Quarterly Update to UCARE Report

January – March 2020

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, municipal water, municipal sewer 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 2020

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,234	82	1,473	24	1,608
Gas	415	19	788	20	530
Water	236	20	521	1	379
Telephone	250	31	6	0	192
Other**	5	0	4	0	194
Total	2,140	152	2,792	45	2,903

*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.

**Sewer and steam heat complaints are designated as "other" in this table.

Major Electric Distribution Companies

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

January through March 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Duquesne	101	56	-45%	116	37	-68%	93	75	-19%
Met-Ed	194	111	-43%	403	111	-72%	253	146	-42%
PECO	319	293	-8%	440	487	11%	279	337	21%
Penelec	158	95	-40%	389	129	-67%	234	139	-41%
Penn Power	37	33	-11%	139	38	-73%	66	36	-45%
PPL	225	113	-50%	957	412	-57%	442	317	-28%
West Penn	284	98	-65%	447	130	-71%	287	177	-38%
Total	1,318	799	-39%	2,891	1,344	-54%	1,654	1,227	-26%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	56	0%	37	33%
Met-Ed	111	6%	111	13%
PECO	293	6%	487	9%
Penelec	95	0%	129	12%
Penn Power	33	0%	38	11%
PPL	113	13%	412	4%
West Penn	98	0%	130	11%
Total	799		1,344	
Average		3%		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 04/03/20.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Duquesne	7.6	8.0	1.8	2.7
Met-Ed	9.4	12.7	5.7	7.9
PECO	16.5	15.4	5.4	6.5
Penelec	11.0	13.5	3.6	6.5
Penn Power	7.5	13.2	3.6	6.5
PPL	12.7	16.7	4.1	4.3
West Penn	10.6	12.6	3.9	5.5
Major Electric	11.9	13.9	4.3	5.7

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/03/20.

Major Natural Gas Distribution Companies

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

January through March 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Columbia	28	25	-11%	55	41	-25%	24	33	38%
National Fuel	18	14	-22%	50	39	-22%	20	20	0%
Peoples*	43	51	19%	56	26	-54%	41	43	5%
Peoples-Equitable*	26	n/a	n/a	30	n/a	n/a	32	n/a	n/a
Philadelphia Gas Works	206	149	-28%	545	235	-57%	231	142	-39%
UGI Gas**	87	72	-17%	286	427	49%	125	218	74%
UGI Penn Natural**	81	n/a	n/a	240	n/a	n/a	57	n/a	n/a
Total	489	311	-36%	1,262	768	-39%	530	456	-14%

*Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	25	0%	41	0%
National Fuel	14	0%	39	25%
Peoples**	51	0%	26	14%
Philadelphia Gas Works	149	5%	235	8%
UGI Gas***	72	7%	427	10%
Total	311		768	
Average		4%		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 04/03/20.

**Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitable.

***Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Columbia	6.6	11.0	1.2	1.9
National Fuel	11.9	11.8	3.9	5.1
Peoples**	3.1	3.2	1.4	1.5
Peoples-Equitale**	2.9	n/a	1.9	n/a
Philadelphia Gas Works	12.1	6.7	3.5	2.7
UGI Gas***	6.0	7.1	1.9	1.8
UGI Penn Natural***	6.3	n/a	1.8	n/a
Major Gas	8.4	6.8	2.6	2.2

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/03/20.

**Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitale.

***Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.

Major Water Utilities

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

January through March 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Aqua PA	54	43	-20%	107	80	-25%	45	52	16%
PA American	162	136	-16%	505	367	-27%	170	137	-19%
Other Class A	16	9	-44%	28	36	29%	8	24	200%
Total	232	188	-19%	640	483	-25%	223	213	-4%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	43	17%	80	0%
PA American	136	0%	367	21%
Other Class A	9	0%	36	50%
Total	188		483	
Average		3%		20%

*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 04/03/20.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Aqua PA	25.2	22.1	20.4	19.2
PA American	20.6	14.0	14.0	5.4
Other Class A	13.1	18.5	11.4	10.4
Major Water	21.2	15.9	15.0	7.8

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/03/20.

Municipal Water & Sewer Utilities

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

January through March 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
PWSA-Water*	49	37	-24%	18	19	6%	23	19	-17%
PWSA-Sewer*	14	5	-64%	10	12	20%	7	3	-57%
Total	63	42	-33%	28	31	11%	30	22	-27%

*PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

Municipal Water & Sewer Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
PWSA-Water**	7.0	9.8	4.6	7.0
PWSA-Sewer**	8.6	6.6	5.7	4.3
Major Water	7.4	9.4	5.0	6.0

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/03/20.

**PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

Major Local Telephone Companies

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

January through March 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
CenturyLink	13	10	-23%	1	0	-100%	3	6	100%
Frontier Commonwealth	28	18	-36%	1	2	100%	9	8	-11%
Verizon North	16	19	19%	0	1	n/a	5	6	20%
Verizon PA	183	164	-10%	4	2	-50%	108	91	-16%
Windstream	28	21	-25%	0	1	n/a	11	6	-45%
Total	268	232	-13%	6	6	0%	136	117	-14%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	10	0%	0	0%
Frontier Commonwealth	18	0%	2	0%
Verizon North	19	0%	1	0%
Verizon PA	164	50%	2	0%
Windstream	21	0%	1	0%
Total	232		6	
Average		33%		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 04/03/20.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
CenturyLink	16.9	15.8	21.0	0.0
Frontier Commonwealth	15.9	11.4	2.0	10.0
Verizon North	19.2	9.5	0.0	0.0
Verizon PA	13.4	11.6	1.0	1.5
Windstream	18.3	6.7	0.0	0.0
Major Telephone	14.7	11.1	4.5	3.8

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 04/03/20.

Compliance

Residential Verified Infraction Statistics by Industry* Cases Opened January through March 2020

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**	Philadelphia Gas Works	UGI Gas***		
Chapter 56	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	
Total	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 30	N/A	N/A	N/A	N/A	N/A		
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 and Other	N/A	N/A	N/A	N/A	N/A		
Total	N/A	N/A	N/A	N/A	N/A		

*N/A – The 2020 statistics are not yet available.

**Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitable.

***Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.

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.

Municipal Water and Sewer Utilities – Pittsburgh Water & Sewer (PWSA), a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint. Since PWSA’s transition to PUC regulation is ongoing, as described in the annual UCARE report, it is premature for BCS to report data regarding justified consumer complaints/PARs or infractions.

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.