

Quarterly Update to UCARE Report

January – June 2020

Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telecommunications 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 telecommunications 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 2020

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	2,011	128	1,952	30	2,532
Gas	630	24	1,013	22	793
Water	383	40	575	2	619
Telecommunications	468	47	12	0	315
Other**	7	0	4	0	525
Total	3,499	239	3,556	54	4,784

*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 June 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	273	128	-53%	862	73	-92%	392	146	-63%
Met-Ed	450	181	-60%	2,151	196	-91%	955	289	-70%
PECO	793	472	-40%	2,558	559	-78%	1,058	537	-49%
Penelec	394	152	-61%	2,356	201	-91%	1,036	228	-78%
Penn Power	95	54	-43%	693	62	-91%	293	58	-80%
PPL	481	180	-63%	3,982	514	-87%	1,397	432	-69%
West Penn	555	204	-63%	2,419	195	-92%	1,173	288	-75%
Total	3,041	1,371	-55%	15,021	1,800	-88%	6,304	1,978	-69%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	128	4%	73	15%
Met-Ed	181	6%	196	17%
PECO	472	1%	559	7%
Penelec	152	5%	201	7%
Penn Power	54	0%	62	11%
PPL	180	11%	514	6%
West Penn	204	1%	195	8%
Total	1,371		1,800	
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 07/03/20.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Duquesne	11.0	9.3	3.6	4.8
Met-Ed	14.0	11.4	7.0	6.6
PECO	16.2	14.7	5.3	6.7
Penelec	15.3	12.3	6.6	6.0
Penn Power	13.3	11.1	6.6	6.2
PPL	17.5	14.7	8.2	4.2
West Penn	14.3	10.6	6.5	5.3
Major Electric	15.0	12.6	6.7	5.6

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/03/20.

Major Natural Gas Distribution Companies

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

January through June 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	67	37	-45%	234	49	-79%	125	78	-38%
National Fuel	55	27	-51%	243	46	-81%	86	26	-70%
Peoples*	118	90	-24%	446	44	-90%	275	63	-77%
Peoples-Equitable*	75	n/a	n/a	317	n/a	n/a	128	n/a	n/a
Philadelphia Gas Works	487	246	-49%	2,051	371	-82%	864	238	-72%
UGI Gas**	179	101	-44%	951	479	-50%	316	268	-15%
UGI Penn Natural**	132	n/a	n/a	674	n/a	n/a	135	n/a	n/a
Total	1,113	501	-55%	4,916	989	-80%	1,929	673	-65%

*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 June 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	37	0%	49	0%
National Fuel	27	0%	46	10%
Peoples**	90	0%	44	13%
Philadelphia Gas Works	246	3%	371	7%
UGI Gas***	101	9%	479	11%
Total	501		989	
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 07/03/20.

**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 June 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Columbia	7.1	10.7	1.1	2.2
National Fuel	11.8	9.9	5.4	4.8
Peoples**	3.1	3.0	1.6	1.4
Peoples-Equitable**	3.4	n/a	1.7	n/a
Philadelphia Gas Works	12.5	6.9	4.2	3.1
UGI Gas***	8.9	6.6	2.6	1.7
UGI Penn Natural***	9.2	n/a	3.0	n/a
Major Gas	9.5	6.6	3.2	2.3

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/03/20.

**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 Water Utilities

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

January through June 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	109	59	-46%	241	84	-65%	96	68	-29%
PA American	312	221	-29%	1,296	402	-69%	386	280	-27%
Other Class A	37	17	-54%	66	37	-44%	19	33	74%
Total	458	297	-35%	1,603	523	-67%	501	381	-24%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	59	13%	84	0%
PA American	221	2%	402	20%
Other Class A	17	20%	37	33%
Total	297		523	
Average		6%		17%

*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 07/03/20.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Aqua PA	21.7	18.3	17.3	18.6
PA American	21.7	11.4	14.4	5.4
Other Class A	20.2	20.5	14.0	10.2
Major Water	21.6	13.2	14.8	7.6

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/03/20.

Municipal Water & Sewer Utilities

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

January through June 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*	91	61	-33%	50	24	-52%	36	31	-14%
PWSA-Sewer*	25	10	-60%	20	17	-15%	13	4	-69%
Total	116	71	-39%	70	41	-41%	49	35	-29%

*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 June 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
PWSA-Water**	7.1	9.0	4.8	7.0
PWSA-Sewer**	8.5	6.8	5.9	4.3
Major Water	7.4	8.7	5.1	5.9

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/03/20.

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

Major Local Telecommunications Companies

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

January through June 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	29	18	-38%	1	0	-100%	11	9	-18%
Frontier Commonwealth	57	32	-44%	1	4	300%	22	14	-36%
Verizon North	42	34	-19%	0	1	n/a	12	11	-8%
Verizon PA	389	304	-22%	7	3	-57%	216	146	-32%
Windstream	43	37	-14%	0	2	n/a	17	10	-41%
Total	560	425	-24%	9	10	11%	278	190	-32%

Major Local Telecommunications Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through June 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	18	33%	0	0%
Frontier Commonwealth	32	70%	4	0%
Verizon North	34	44%	1	0%
Verizon PA	304	54%	3	0%
Windstream	37	57%	2	0%
Total	425		10	
Average		54%		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 07/03/20.

Major Local Telecommunications Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through June 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
CenturyLink	14.8	17.7	21.0	0.0
Frontier Commonwealth	15.0	10.2	2.0	14.8
Verizon North	16.0	11.6	0.0	0.0
Verizon PA	12.5	11.2	2.3	6.0
Windstream	17.5	7.2	0.0	3.5
Major Telecommunications	13.5	11.1	4.3	8.4

*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/03/20.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	18	9	9	6	1	11	6
Title 66 and Other	0	0	0	0	0	1	1
Total	18	9	9	6	1	12	7
GAS	Columbia	National Fuel	Peoples**	Philadelphia Gas Works	UGI Gas***		
Chapter 56	0	1	1	18	9		
Title 66 and Other	0	0	0	1	0		
Total	0	1	1	19	9		
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	2		9		2		
Title 66 and Other	0		0		0		
Total	2		9		2		
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	0	3	1	3	2		
Chapter 63	7	19	21	232	14		
Chapter 64	0	3	1	13	1		
Title 66 and Other	1	1	1	20	2		
Total	8	26	24	268	19		

*Infraction data on this page is accurate as of 07/16/20.

**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.

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 Telecommunications Companies – Local telecommunications 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.