

2002 Collection Data for the Major Electric and Gas Companies

2002 Company	Gross Residential Revenues	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	56.231 Residential Customers	56.231 Overdue Customers
Allegheny	\$ 472,083,703	\$ 7,772,522	1.65%	\$ 2,913,572	\$ 4,858,950	1.03%	37.49%	594,576	97,400
Duquesne	\$ 335,199,000	\$ 17,390,593	5.19%	\$ 2,016,624	\$ 15,373,969	4.59%	11.60%	525,888	67,675
GPU Energy	\$ 794,398,727	\$ 19,772,525	2.49%	\$ 983,564	\$ 18,788,961	2.37%	4.97%	948,492	156,412
PECO	\$ 1,801,779,619	\$ 41,668,666	2.31%	\$ 4,526,695	\$ 37,141,971	2.06%	10.86%	1,385,621	239,465
Penn Power	\$ 136,838,297	\$ 1,844,651	1.35%	\$ 323,380	\$ 1,521,271	1.11%	17.53%	134,966	23,502
PPL	\$ 1,066,109,848	\$ 16,149,965	1.51%	\$ 1,769,243	\$ 14,380,722	1.35%	10.96%	1,138,112	143,167
<b>ELECTRIC</b>	<b>\$4,606,409,194</b>	<b>\$ 104,598,922</b>	<b>2.27%</b>	<b>\$12,533,078</b>	<b>\$ 92,065,844</b>	<b>2.00%</b>	<b>11.98%</b>	<b>4,727,655</b>	<b>727,621</b>
Columbia	\$ 188,343,042	\$ 7,285,213	3.87%	\$ 2,711,162	\$ 4,574,051	2.43%	37.21%	348,725	24,831
Peoples	\$ 181,078,432	\$ 13,941,290	7.70%	\$ 1,171,479	\$ 12,769,811	7.05%	8.40%	322,041	43,081
Equitable	\$ 217,196,523	\$ 16,153,080	7.44%	Not Avail.	Not Avail.	Not Avail.	Not Avail.	236,427	30,481
NFG	\$ 184,074,895	\$ 6,644,662	3.61%	\$ 1,021,272	\$ 5,623,390	3.05%	15.37%	195,229	22,873
UGI-Penn Natural	\$ 149,164,424	\$ 3,235,694	2.17%	\$ 365,634	\$ 2,870,060	1.92%	11.30%	138,836	20,473
UGI- Gas	\$ 232,474,943	\$ 5,949,289	2.56%	\$ 1,366,038	\$ 4,583,251	1.97%	22.96%	255,289	31,845
<b>GAS</b>	<b>\$ 1,152,332,259</b>	<b>\$ 53,209,228</b>	<b>4.62%</b>	<b>\$ 6,635,585</b>	<b>\$ 46,573,643</b>	<b>4.04%</b>	<b>12.47%</b>	<b>1,496,547</b>	<b>173,584</b>
<b>TOTAL</b>	<b>\$5,758,741,453</b>	<b>\$ 157,808,150</b>		<b>\$19,168,663</b>	<b>\$138,639,487</b>			<b>6,224,202</b>	<b>901,205</b>

Note - All Industry averages are based on total scores and are not an average of company scores except for the three average bill columns

2002 Collection Data for the Major Electric and Gas Companies

2002 Company	56.231 Overdue Percent	56.231 Dollars Overdue	56.231 Average Arrearage	56.231 Weighted Arrearage	Agreements Overdue Customers	Agreements Overdue Percent	Agreements Dollars Overdue	Agreements Average Arrearage	Agreements Weighted Arrearage
Allegheny	16.38%	\$ 9,990,907	\$ 102.58	1.66	13,652	2.30%	\$ 7,004,018	\$ 513.04	8.31
Duquesne	12.87%	\$ 28,831,597	\$ 426.03	7.94	15,701	2.99%	\$ 10,549,709	\$ 671.91	12.53
GPU Energy	16.49%	\$ 21,444,623	\$ 137.10	1.96	38,195	4.03%	\$ 24,155,614	\$ 632.43	9.03
PECO	17.28%	\$ 48,096,038	\$ 200.85	1.85	34,608	2.50%	\$ 40,552,012	\$ 1,171.75	10.81
Penn Power	17.41%	\$ 3,078,199	\$ 130.98	2.50	5,441	4.03%	\$ 2,261,239	\$ 415.59	7.94
PPL	12.58%	\$ 34,274,321	\$ 239.40	3.12	34,556	3.04%	\$ 14,530,507	\$ 420.49	5.48
<b>ELECTRIC</b>	<b>15.39%</b>	<b>\$ 145,715,685</b>	<b>\$ 200.26</b>	<b>2.84</b>	<b>142,153</b>	<b>3.01%</b>	<b>\$ 99,053,099</b>	<b>\$ 696.81</b>	<b>9.89</b>
Columbia	7.12%	\$ 3,882,085	\$ 156.34	2.55	11,565	3.32%	\$ 6,691,280	\$ 578.58	9.43
Peoples	13.38%	\$ 25,347,662	\$ 588.37	8.74	15,217	4.73%	\$ 14,479,557	\$ 951.54	14.13
Equitable	12.89%	\$ 9,570,189	\$ 313.97	3.64	9,696	4.10%	\$ 8,887,032	\$ 916.57	10.62
NFG	11.72%	\$ 3,664,689	\$ 160.22	2.07	6,464	3.31%	\$ 2,014,347	\$ 311.63	4.03
UGI-Penn Natural	14.75%	\$ 3,828,866	\$ 187.02	2.11	2,664	1.92%	\$ 1,212,074	\$ 454.98	5.13
UGI- Gas	12.47%	\$ 3,714,223	\$ 116.63	1.84	4,268	1.67%	\$ 1,322,319	\$ 309.82	4.88
<b>GAS</b>	<b>11.60%</b>	<b>\$ 50,007,714</b>	<b>\$ 288.09</b>	<b>3.89</b>	<b>49,874</b>	<b>3.33%</b>	<b>\$ 34,606,609</b>	<b>\$ 693.88</b>	<b>9.37</b>
<b>TOTAL</b>		<b>\$ 195,723,399</b>			<b>192,027</b>		<b>\$ 133,659,708</b>		

Note - All Industry a

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2002 Company	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Weighted Arrearage	Terminations	Termination Percent per Customer
Allegheny	41.21%	12.29%	111,052	18.68%	\$ 16,994,925	\$ 153.04	2.48	8,777	1.48%
Duquesne	26.79%	18.83%	83,376	15.85%	\$ 39,381,306	\$ 472.33	8.81	9,307	1.77%
GPU Energy	52.97%	19.63%	194,607	20.52%	\$ 45,600,237	\$ 234.32	3.35	9,268	0.98%
PECO	45.74%	12.63%	274,073	19.78%	\$ 88,648,050	\$ 323.45	2.98	46,040	3.32%
Penn Power	42.35%	18.80%	28,943	21.44%	\$ 5,339,438	\$ 184.48	3.53	1,483	1.10%
PPL	29.77%	19.44%	177,723	15.62%	\$ 48,804,828	\$ 274.61	3.58	7,736	0.68%
<b>ELECTRIC</b>	<b>40.47%</b>	<b>16.34%</b>	<b>869,774</b>	<b>18.40%</b>	<b>\$244,768,784</b>	<b>\$ 281.42</b>	<b>3.99</b>	<b>82,611</b>	<b>1.75%</b>
Columbia	63.28%	31.78%	36,396	10.44%	\$ 10,573,365	\$ 290.51	4.73	5,832	1.67%
Peoples	36.36%	26.10%	58,298	18.10%	\$ 39,827,219	\$ 683.17	10.15	5,131	1.59%
Equitable	48.15%	24.13%	40,177	16.99%	\$ 18,457,221	\$ 459.40	5.32	11,012	4.66%
NFG	35.47%	22.03%	29,337	15.03%	\$ 5,679,036	\$ 193.58	2.50	5,880	3.01%
UGI-Penn Natural	24.04%	11.51%	23,137	16.66%	\$ 5,040,940	\$ 217.87	2.46	4,041	2.91%
UGI- Gas	26.25%	11.82%	36,113	14.15%	\$ 5,036,542	\$ 139.47	2.20	7,824	3.06%
<b>GAS</b>	<b>40.90%</b>	<b>22.32%</b>	<b>223,458</b>	<b>14.93%</b>	<b>\$ 84,614,323</b>	<b>\$ 378.66</b>	<b>5.11</b>	<b>39,720</b>	<b>2.65%</b>
<b>TOTAL</b>			<b>1,093,232</b>		<b>\$329,383,107</b>			<b>122,331</b>	

Note - All Industry a

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2002 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Revenue in Debt	Collections Operating Expenses
Allegheny	4,176	47.58%	\$ 94.67	\$ 55.61	\$ 61.75	3.60%	\$ 14,287,272
Duquesne	4,461	47.93%	\$ 95.33	\$ 51.45	\$ 53.64	11.75%	\$ 28,100,000
GPU Energy	3,205	34.58%	\$ 111.00	\$ 63.00	\$ 70.00	5.74%	\$ 26,489,856
PECO	30,118	65.42%	\$ 137.86	\$ 110.87	\$ 108.36	4.92%	\$ 31,173,745
Penn Power	550	37.09%	\$ 87.72	\$ 47.66	\$ 52.33	3.90%	\$ 2,529,787
PPL	3,742	48.37%	\$ 110.42	\$ 61.08	\$ 76.69	4.58%	\$ 3,372,022
<b>ELECTRIC</b>	<b>46,252</b>	<b>55.99%</b>	<b>\$ 106.17</b>	<b>\$ 64.95</b>	<b>\$ 70.46</b>	<b>5.31%</b>	<b>\$105,952,682</b>
Columbia	4,670	80.08%	\$ 62.39	\$ 21.93	\$ 61.37	5.61%	\$ 1,523,315
Peoples	2,384	46.46%	\$ 68.25	\$ 22.32	\$ 67.33	21.99%	\$ 1,963,339
Equitable	4,225	38.37%	\$ 86.88	\$ 27.12	\$ 86.29	8.50%	\$ 3,817,120
NFG	2,923	49.71%	\$ 78.54	\$ 40.15	\$ 77.36	3.09%	Not Available
UGI-Penn Natural	2,495	61.74%	\$ 94.17	\$ 23.17	\$ 88.65	3.38%	\$ 1,967,380
UGI- Gas	6,235	79.69%	\$ 72.89	\$ 21.90	\$ 63.49	2.17%	\$ 3,108,658
<b>GAS</b>	<b>22,932</b>	<b>57.73%</b>	<b>\$ 77.19</b>	<b>\$ 26.10</b>	<b>\$ 74.08</b>	<b>7.34%</b>	<b>\$ 12,379,812</b>
<b>TOTAL</b>	<b>69,184</b>						<b>\$118,332,494</b>

Note - All Industry a