

2003 Collection Data for the Major Electric and Gas Companies

2003 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	\$ 454,127,871	\$ 8,244,929	1.82%	\$ 2,465,032	\$ 5,779,897	1.27%	29.90%	597,706	99,583
Duquesne	\$ 302,583,153	\$ 11,152,960	3.69%	\$ 3,089,104	\$ 8,063,856	2.67%	27.70%	526,288	66,867
Met.Ed.	\$ 444,319,062	\$ 8,003,623	1.80%	\$ 416,468	\$ 7,587,155	1.71%	5.20%	452,026	65,955
Penelec	\$ 373,227,197	\$ 8,049,454	2.16%	\$ 376,190	\$ 7,673,264	2.06%	4.67%	503,269	76,553
PECO	\$ 1,923,710,201	\$ 38,524,511	2.00%	\$11,483,161	\$ 32,041,350	1.67%	29.81%	1,409,261	255,381
Penn Power	\$ 137,209,360	\$ 1,757,606	1.28%	\$ 188,941	\$ 1,568,665	1.14%	10.75%	136,429	21,574
PPL	\$ 1,113,754,752	\$ 17,921,631	1.61%	\$ 1,941,603	\$ 15,980,028	1.43%	10.83%	1,148,302	154,855
ELECTRIC	\$4,748,931,596	\$ 93,654,714	1.97%	\$19,960,499	\$ 73,694,215	1.55%	21.31%	4,773,281	740,768
Columbia	\$ 349,010,748	\$ 20,560,091	5.89%	\$ 2,432,747	\$ 18,127,344	5.19%	11.83%	353,348	29,539
Peoples	\$ 263,961,282	\$ 13,217,708	5.01%	\$ 1,696,288	\$ 11,521,420	4.36%	12.83%	322,795	43,853
Equitable	\$ 264,543,904	\$ 10,107,445	3.82%	Not Avail.	Not Avail.	Not Avail.	Not Avail.	235,736	28,386
NFG	\$ 228,052,896	\$ 4,409,616	1.93%	\$ 1,047,941	\$ 3,361,675	1.47%	23.76%	195,306	24,914
UGI-Penn Natural	\$ 178,252,688	\$ 3,788,934	2.13%	\$ 412,877	\$ 3,376,057	1.89%	10.90%	139,384	20,842
UGI-Gas	\$ 244,489,521	\$ 6,729,271	2.75%	\$ 1,284,809	\$ 5,444,462	2.23%	19.09%	262,816	34,749
GAS	\$ 1,528,311,039	\$ 58,813,065	3.85%	\$ 6,874,662	\$ 51,938,403	3.40%	11.69%	1,509,385	182,283
TOTAL	\$ 6,277,242,635	\$ 152,467,779		\$26,835,161	\$125,632,618			6,282,666	923,051

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

2003 Collection Data for the Major Electric and Gas Companies

2003 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	16.66%	\$ 10,144,673	\$ 101.87	1.62	8,347	1.40%	\$ 5,776,319	\$ 692.02	10.98
Duquesne	12.71%	\$ 25,236,149	\$ 377.41	7.86	15,590	2.96%	\$ 9,157,596	\$ 587.40	12.24
Met.Ed.	14.59%	\$ 10,630,440	\$ 161.18	1.97	22,474	4.97%	\$ 14,256,292	\$ 634.35	7.74
Penelec	15.21%	\$ 9,622,871	\$ 125.70	1.82	27,131	5.39%	\$ 14,384,333	\$ 530.18	7.68
PECO	18.12%	\$ 51,318,047	\$ 200.95	1.77	34,523	2.45%	\$ 47,070,092	\$ 1,363.44	11.99
Penn Power	15.81%	\$ 3,345,146	\$ 155.05	2.18	6,216	4.56%	\$ 3,446,549	\$ 554.46	7.81
PPL	13.49%	\$ 41,658,421	\$ 269.02	3.37	32,784	2.85%	\$ 15,245,178	\$ 465.02	5.83
ELECTRIC	15.52%	\$ 151,955,747	\$ 205.13	2.73	147,065	3.08%	\$ 109,336,359	\$ 743.46	9.88
Columbia	8.36%	\$ 5,652,112	\$ 191.34	2.06	15,662	4.43%	\$ 10,163,769	\$ 648.94	6.97
Peoples	13.59%	\$ 26,340,548	\$ 600.66	6.49	11,013	3.41%	\$ 9,121,572	\$ 828.25	8.95
Equitable	12.04%	\$ 7,048,282	\$ 248.30	2.42	10,370	4.40%	\$ 8,860,385	\$ 854.42	8.32
NFG	12.76%	\$ 5,077,849	\$ 203.82	2.13	8,054	4.12%	\$ 2,754,129	\$ 341.96	3.58
UGI-Penn Natural	14.95%	\$ 4,937,645	\$ 236.91	2.26	4,056	2.91%	\$ 2,133,091	\$ 525.91	5.02
UGI-Gas	13.22%	\$ 5,629,173	\$ 162.00	2.05	6,420	2.44%	\$ 2,135,426	\$ 332.62	4.21
GAS	12.08%	\$ 54,685,609	\$ 300.00	3.17	55,575	3.68%	\$ 35,168,372	\$ 632.81	6.69
TOTAL		\$ 206,641,356			202,640		\$ 144,504,731		

Note: All industry av

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2003 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	36.28%	7.73%	107,930	18.06%	\$ 15,920,992	\$ 147.51	2.34	9,941	1.66%
Duquesne	26.63%	18.91%	82,457	15.67%	\$ 34,393,745	\$ 417.11	8.69	9,138	1.74%
Met.Ed.	57.28%	25.41%	88,429	19.56%	\$ 24,886,732	\$ 281.43	3.43	3,552	0.79%
Penelec	59.92%	26.17%	103,684	20.60%	\$ 24,007,204	\$ 231.54	3.36	5,247	1.04%
PECO	47.84%	11.91%	289,904	20.57%	\$ 98,388,139	\$ 339.38	2.98	42,529	3.02%
Penn Power	50.75%	22.37%	27,790	20.37%	\$ 6,791,695	\$ 244.39	3.44	1,110	0.81%
PPL	26.79%	17.47%	187,639	16.34%	\$ 56,903,599	\$ 303.26	3.80	8,174	0.71%
ELECTRIC	41.84%	16.56%	887,833	18.60%	\$261,292,106	\$ 294.30	3.91	79,691	1.67%
Columbia	64.26%	34.65%	45,201	12.79%	\$ 15,815,881	\$ 349.90	3.76	6,153	1.74%
Peoples	25.72%	20.07%	54,866	17.00%	\$ 35,462,120	\$ 646.34	6.99	6,529	2.02%
Equitable	55.70%	26.76%	38,756	16.44%	\$ 15,908,667	\$ 410.48	4.00	11,106	4.71%
NFG	35.17%	24.43%	32,968	16.88%	\$ 7,831,978	\$ 237.56	2.49	6,051	3.10%
UGI-Penn Natural	30.17%	16.29%	24,898	17.86%	\$ 7,070,736	\$ 283.99	2.71	4,547	3.26%
UGI-Gas	27.50%	15.59%	41,169	15.66%	\$ 7,764,599	\$ 188.60	2.39	10,409	3.96%
GAS	39.14%	23.36%	237,858	15.76%	\$ 89,853,981	\$ 377.76	3.99	44,795	2.97%
TOTAL			1,125,691		\$351,146,087			124,486	

Note: All industry av

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2003 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Revenue In Debt	Collections Operating Expenses
Allegheny	4,857	48.86%	\$ 104.27	\$ 55.26	\$ 63.02	3.51%	\$ 14,287,272
Duquesne	5,238	57.32%	\$ 65.36	\$ 47.07	\$ 47.99	11.37%	\$ 19,317,000
Met.Ed.	1,359	38.26%	\$ 127.00	\$ 71.00	\$ 82.00	5.60%	\$ 11,147,927
Penelec	1,869	35.62%	\$ 101.00	\$ 56.00	\$ 69.00	6.43%	\$ 12,158,796
PECO	28,262	66.45%	\$ 140.10	\$ 113.88	\$ 113.75	5.11%	\$ 28,579,370
Penn Power	344	30.99%	\$ 115.00	\$ 65.00	\$ 71.00	4.95%	\$ 2,657,298
PPL	3,423	41.88%	\$ 119.38	\$ 61.44	\$ 79.73	5.11%	\$ 4,340,787
ELECTRIC	45,352	56.91%	\$ 110.30	\$ 67.09	\$ 75.21	5.50%	\$ 92,488,450
Columbia	4,520	73.46%	\$ 94.69	\$ 29.25	\$ 93.11	4.53%	\$ 2,964,264
Peoples	2,394	36.67%	\$ 93.49	\$ 31.48	\$ 92.53	13.43%	\$ 3,664,471
Equitable	6,496	58.49%	\$ 103.33	\$ 30.68	\$ 102.67	6.01%	\$ 4,220,428
NFG	2,720	44.95%	\$ 96.96	\$ 49.93	\$ 95.56	3.43%	\$ 1,166,589
UGI-Penn Natural	2,882	63.38%	\$ 111.11	\$ 24.28	\$ 104.72	3.97%	\$ 2,391,243
UGI-Gas	3,589	34.48%	\$ 90.70	\$ 24.41	\$ 79.00	3.18%	\$ 5,104,519
GAS	22,601	50.45%	\$ 98.38	\$ 31.67	\$ 94.60	5.88%	\$ 19,511,514
TOTAL	67,953						\$ 111,999,964

Note: All industry av