

2004 Collection Data for the Major Electric and Gas Companies

2004 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	\$ 461,441,708	\$ 8,571,821	1.86%	\$ 2,004,038	\$ 6,567,783	1.42%	23.38%	600,419	97,478
Duquesne	\$ 314,096,238	\$ 9,909,654	3.15%	\$ 3,622,500	\$ 6,287,154	2.00%	36.56%	525,858	47,298
Met.Ed.	\$ 459,899,488	\$ 9,690,456	2.11%	\$ 437,791	\$ 9,252,665	2.01%	4.52%	459,171	62,214
PECO	\$ 1,957,092,865	\$ 41,562,593	2.12%	\$12,767,928	\$ 28,794,665	1.47%	30.72%	1,394,250	242,349
Penelec	\$ 375,076,999	\$ 8,748,857	2.33%	\$ 397,441	\$ 8,351,416	2.23%	4.54%	504,114	71,530
Penn Power	\$ 139,365,836	\$ 2,361,062	1.69%	\$ 70,838	\$ 2,290,224	1.64%	3.00%	137,514	19,128
PPL	\$ 1,119,311,100	\$ 22,326,252	1.99%	\$ 2,193,910	\$ 20,132,342	1.80%	9.83%	1,161,098	153,357
<b>ELECTRIC</b>	<b>\$ 4,826,284,234</b>	<b>\$ 103,170,695</b>	<b>2.14%</b>	<b>\$21,494,446</b>	<b>\$ 81,676,249</b>	<b>1.69%</b>	<b>20.83%</b>	<b>4,782,424</b>	<b>693,354</b>
Columbia	\$ 334,443,294	\$ 16,079,652	4.81%	\$ 4,453,039	\$ 11,626,613	3.48%	27.69%	357,006	36,433
Peoples	\$ 290,778,050	\$ 13,926,284	4.79%	\$ 2,018,594	\$ 11,907,690	4.10%	14.49%	323,513	44,101
Equitable	\$ 283,893,176	\$ 7,922,823	2.79%	\$ 1,207,170	\$ 6,715,653	2.37%	15.24%	233,784	53,619
NFG	\$ 244,711,222	\$ 6,001,579	2.45%	\$ 1,239,642	\$ 4,761,937	1.95%	20.66%	195,022	24,504
UGI-Penn Natural	\$ 184,696,814	\$ 5,157,851	2.79%	\$ 431,031	\$ 4,726,820	2.56%	8.36%	139,964	21,411
PGW	\$ 572,312,071	\$ 65,949,043	11.52%	\$ 173,620	\$ 65,775,423	11.49%	0.26%	476,662	139,941
UGI- Gas	\$ 260,933,261	\$ 6,790,705	2.60%	\$ 1,455,018	\$ 5,335,687	2.04%	21.43%	270,327	36,791
<b>GAS</b>	<b>\$ 2,171,767,888</b>	<b>\$ 121,827,937</b>	<b>5.61%</b>	<b>\$10,978,114</b>	<b>\$110,849,823</b>	<b>5.10%</b>	<b>9.01%</b>	<b>1,996,278</b>	<b>356,800</b>
<b>TOTAL</b>	<b>\$ 6,998,052,122</b>	<b>\$ 224,998,632</b>		<b>\$32,472,560</b>	<b>\$192,526,072</b>			<b>6,778,702</b>	<b>1,050,154</b>

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

2004 Collection Data for the Major Electric and Gas Companies

2004 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	16.23%	\$ 9,878,842	\$ 101.34	1.60	7,853	1.31%	\$ 5,734,452	\$ 730.22	11.50
Duquesne	8.99%	\$ 14,260,188	\$ 301.50	6.09	14,662	2.79%	\$ 8,126,537	\$ 554.26	11.19
Met.Ed.	13.55%	\$ 9,590,053	\$ 154.15	1.69	24,083	5.24%	\$ 15,406,102	\$ 639.71	7.00
PECO	17.38%	\$ 77,929,846	\$ 321.56	2.75	33,285	2.39%	\$ 45,676,998	\$ 1,372.30	11.73
Penelec	14.19%	\$ 9,046,987	\$ 126.48	2.04	28,691	5.69%	\$ 15,774,342	\$ 549.80	8.86
Penn Power	13.91%	\$ 3,150,208	\$ 164.69	1.72	7,314	5.32%	\$ 4,873,052	\$ 666.26	6.95
PPL	13.21%	\$ 41,782,759	\$ 272.45	3.47	32,018	2.76%	\$ 15,864,699	\$ 495.49	6.31
<b>ELECTRIC</b>	<b>14.50%</b>	<b>\$ 165,638,883</b>	<b>\$ 238.90</b>	<b>3.00</b>	<b>147,906</b>	<b>3.09%</b>	<b>\$ 111,456,182</b>	<b>\$ 753.56</b>	<b>9.46</b>
Columbia	10.21%	\$ 6,710,136	\$ 184.18	2.03	14,052	3.94%	\$ 9,280,352	\$ 660.43	7.26
Peoples	13.63%	\$ 29,489,701	\$ 668.69	6.68	14,218	4.39%	\$ 12,615,398	\$ 887.28	8.86
Equitable	22.94%	\$ 16,624,085	\$ 310.04	2.85	10,533	4.51%	\$ 10,184,295	\$ 966.89	8.88
NFG	12.56%	\$ 5,538,293	\$ 226.02	2.21	7,762	3.98%	\$ 3,126,576	\$ 402.81	3.94
UGI-Penn Natural	15.30%	\$ 5,223,776	\$ 243.98	2.24	3,113	2.22%	\$ 1,729,121	\$ 555.45	5.10
PGW	29.36%	\$ 67,279,762	\$ 480.77	4.85	40,967	8.59%	\$ 37,637,340	\$ 918.72	9.27
UGI- Gas	13.61%	\$ 6,435,131	\$ 174.91	2.12	4,351	1.61%	\$ 1,491,976	\$ 342.90	4.15
<b>GAS</b>	<b>17.87%</b>	<b>\$ 137,300,884</b>	<b>\$ 384.81</b>	<b>3.89</b>	<b>94,996</b>	<b>4.76%</b>	<b>\$ 76,065,058</b>	<b>\$ 800.72</b>	<b>8.09</b>
<b>TOTAL</b>		<b>\$ 302,939,767</b>			<b>242,902</b>		<b>\$ 187,521,240</b>		

Note: All industry a

2004 Collection Data for the Major Electric and Gas Companies

2004 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	36.73%	7.46%	105,331	17.54%	\$ 15,613,294	\$ 148.23	2.33	12,007	2.00%
Duquesne	36.30%	23.66%	61,960	11.78%	\$ 22,386,725	\$ 361.31	7.29	10,694	2.03%
Met.Ed.	61.63%	27.91%	86,297	18.79%	\$ 24,996,155	\$ 289.65	3.17	4,506	0.98%
PECO	36.95%	12.08%	275,634	19.77%	\$123,606,844	\$ 448.45	3.83	55,098	3.95%
Penelec	63.55%	28.63%	100,221	19.88%	\$ 24,821,329	\$ 247.67	3.99	5,881	1.17%
Penn Power	60.74%	27.66%	26,442	19.23%	\$ 8,023,260	\$ 303.43	3.16	1,446	1.05%
PPL	27.52%	17.27%	185,375	15.97%	\$ 57,647,458	\$ 310.98	3.96	9,061	0.78%
<b>ELECTRIC</b>	<b>40.22%</b>	<b>17.58%</b>	<b>841,260</b>	<b>17.59%</b>	<b>\$277,095,065</b>	<b>\$ 329.38</b>	<b>4.13</b>	<b>98,693</b>	<b>2.06%</b>
Columbia	58.04%	27.83%	50,485	14.14%	\$ 15,990,488	\$ 316.74	3.48	7,545	2.11%
Peoples	29.96%	24.38%	58,319	18.03%	\$ 42,105,099	\$ 721.98	7.21	6,054	1.87%
Equitable	37.99%	16.42%	64,152	27.44%	\$ 26,808,380	\$ 417.89	3.84	7,023	3.00%
NFG	36.08%	24.06%	32,266	16.54%	\$ 8,664,869	\$ 268.54	2.63	7,422	3.81%
UGI-Penn Natural	24.87%	12.69%	24,524	17.52%	\$ 6,952,897	\$ 283.51	2.61	5,169	3.69%
PGW	35.87%	22.65%	180,908	37.95%	\$104,917,102	\$ 579.95	5.85	29,695	6.23%
UGI- Gas	18.82%	10.58%	41,142	15.22%	\$ 7,927,107	\$ 192.68	2.33	8,911	3.30%
<b>GAS</b>	<b>35.65%</b>	<b>21.03%</b>	<b>451,796</b>	<b>22.63%</b>	<b>\$213,365,942</b>	<b>\$ 472.26</b>	<b>4.77</b>	<b>71,819</b>	<b>3.60%</b>
<b>TOTAL</b>			<b>1,293,056</b>		<b>\$490,461,007</b>			<b>170,512</b>	

Note: All industry a

2004 Collection Data for the Major Electric and Gas Companies

2004 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Revenue In Debt	Collections Operating Expenses
Allegheny	6,084	50.67%	\$ 100.80	\$ 56.40	\$ 63.49	3.38%	\$ 14,313,568
Duquesne	6,182	57.81%	\$ 59.30	\$ 49.01	\$ 49.54	7.13%	\$ 16,164,612
Met.Ed.	1,953	43.34%	\$ 125.25	\$ 72.92	\$ 91.33	5.44%	\$ 13,567,289
PECO	35,469	64.37%	\$ 114.12	\$ 75.92	\$ 116.97	6.32%	\$ 9,576,151
Penelec	2,558	43.50%	\$ 99.83	\$ 57.75	\$ 62.08	6.62%	\$ 13,526,387
Penn Power	589	40.73%	\$ 131.00	\$ 78.75	\$ 95.92	5.76%	\$ 3,619,639
PPL	3,681	40.62%	\$ 114.72	\$ 61.99	\$ 78.47	5.15%	\$ 4,878,365
<b>ELECTRIC</b>	<b>56,516</b>	<b>57.26%</b>	<b>\$ 106.43</b>	<b>\$ 64.68</b>	<b>\$ 79.69</b>	<b>5.74%</b>	<b>\$ 75,646,011</b>
Columbia	2,797	37.07%	\$ 92.34	\$ 29.55	\$ 90.91	4.78%	\$ 2,463,992
Peoples	2,320	38.32%	\$ 101.10	\$ 34.31	\$ 100.15	14.48%	\$ 3,224,084
Equitable	1,964	27.97%	\$ 109.62	\$ 35.75	\$ 108.91	9.44%	\$ 3,950,187
NFG	3,304	44.52%	\$ 103.67	\$ 54.02	\$ 102.24	3.54%	\$ 1,154,535
UGI-Penn Natural	3,131	60.57%	\$ 115.25	\$ 25.88	\$ 108.83	3.76%	\$ 2,403,614
PGW	24,937	83.98%	\$ 106.60	\$ 46.50	\$ 99.08	18.33%	\$ 10,102,014
UGI- Gas	2,819	31.64%	\$ 93.79	\$ 26.47	\$ 82.57	3.04%	\$ 3,349,562
<b>GAS</b>	<b>41,272</b>	<b>57.47%</b>	<b>\$ 103.20</b>	<b>\$ 36.07</b>	<b>\$ 98.96</b>	<b>9.82%</b>	<b>\$ 26,647,988</b>
<b>TOTAL</b>	<b>97,788</b>						<b>\$ 102,293,999</b>

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