

2008 Collections Data for the Major Electric and Gas Companies

2008 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Overall Total Billings	Gross Total Write-Offs	Gross Tot. Write-Offs Ratio
Allegheny	\$ 554,454,172	\$ 5,616,484	1.01%	\$ 1,386,003	\$ 4,230,481	0.76%	24.68%	\$ 1,284,363,964	\$ 5,992,803	0.47%
Duquesne	\$ 469,775,020	\$ 5,931,737	1.26%	\$ 2,140,281	\$ 3,791,456	0.81%	36.08%	\$ 884,696,811	\$ 8,728,428	0.99%
Met.Ed.	\$ 585,043,618	\$ 11,169,498	1.91%	\$ 2,079,741	\$ 9,089,757	1.55%	18.62%	\$ 1,271,044,181	\$ 12,034,886	0.95%
PECO	\$ 2,429,827,312	\$ 51,306,178	2.11%	\$21,104,513	\$ 30,201,665	1.24%	41.13%	\$ 5,295,952,867	\$ 60,978,775	1.15%
Penelec	\$ 467,879,472	\$ 9,374,695	2.00%	\$ 1,850,841	\$ 7,523,854	1.61%	19.74%	\$ 1,126,574,671	\$ 10,274,662	0.91%
Penn Power	\$ 184,277,941	\$ 3,342,208	1.81%	\$ 626,516	\$ 2,715,692	1.47%	18.75%	\$ 258,248,946	\$ 3,514,915	1.36%
PPL	\$ 1,450,626,903	\$ 25,774,438	1.78%	\$ 1,644,026	\$ 24,130,412	1.66%	6.38%	\$ 3,208,750,980	\$ 28,050,017	0.87%
ELECTRIC	\$ 6,141,884,438	\$ 112,515,238	1.83%	\$30,831,921	\$ 81,683,317	1.33%	27.40%	\$ 13,329,632,420	\$129,574,486	0.97%
Columbia	\$ 481,827,700	\$ 10,874,843	2.26%	\$ 3,613,578	\$ 7,261,265	1.51%	33.23%	\$ 669,732,210	\$ 11,957,161	1.79%
Dominion	\$ 331,893,654	\$ 9,514,663	2.87%	\$ 807,910	\$ 8,706,753	2.62%	8.49%	\$ 428,688,100	\$ 10,586,522	2.47%
Equitable	\$ 363,574,586	\$ 12,591,877	3.46%	\$ 3,750,014	\$ 8,841,863	2.43%	29.78%	\$ 438,025,182	\$ 13,548,288	3.09%
NFG	\$ 292,267,922	\$ 6,116,105	2.09%	\$ 1,194,551	\$ 4,921,554	1.68%	19.53%	\$ 375,446,403	\$ 6,308,010	1.68%
UGI-Penn Natural	\$ 233,511,186	\$ 8,329,440	3.57%	\$ 827,328	\$ 7,502,112	3.21%	9.93%	\$ 341,954,996	\$ 8,752,309	2.56%
PGW	\$ 649,689,318	\$ 45,999,914	7.08%	\$ 7,451,206	\$ 38,548,708	5.93%	16.20%	\$ 868,233,396	\$ 46,255,396	5.33%
UGI-Gas	\$ 343,459,192	\$ 11,659,360	3.39%	\$ 2,910,535	\$ 8,748,825	2.55%	24.96%	\$ 548,289,963	\$ 12,795,863	2.33%
GAS	\$ 2,696,223,558	\$ 105,086,202	3.90%	\$20,555,122	\$ 84,531,080	3.14%	19.56%	\$ 3,670,370,250	\$110,203,549	3.00%
TOTAL	\$ 8,838,107,996	\$ 217,601,440		\$51,387,043	\$166,214,397			\$ 17,000,002,670	\$239,778,035	

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

2008 Collections Data for the Major Electric and Gas Companies

2008 Company	Overall Total Recoveries	Net Total Write-Offs	Net. Tot. Write-Offs Ratio	Total Recovery Rate	56.231 Residential Customers	56.231 Overdue Customers	56.231 Overdue Percent	56.231 Dollars Overdue	56.231 Average Arrearage	56.231 Weighted Arrearage	Agreements Overdue Customers	Agreements Overdue Percent
Allegheny	\$ 1,486,017	\$ 4,506,786	0.35%	24.80%	612,896	92,199	15.04%	\$ 9,828,408	\$ 106.60	1.39	5,191	0.85%
Duquesne	\$ 2,473,516	\$ 6,254,912	0.71%	28.34%	524,296	38,748	7.39%	\$ 13,133,448	\$ 338.95	4.56	11,064	2.11%
Met.Ed.	\$ 2,338,701	\$ 9,696,185	0.76%	19.43%	482,596	65,333	13.54%	\$ 11,749,440	\$ 179.84	1.78	26,959	5.59%
PECO	\$ 22,397,372	\$ 38,581,403	0.73%	36.73%	1,417,296	303,219	21.39%	\$135,356,181	\$ 446.40	4.07	30,092	2.12%
Penelec	\$ 2,005,126	\$ 8,269,536	0.73%	19.52%	504,968	69,339	13.73%	\$ 10,149,963	\$ 146.38	1.90	27,812	5.51%
Penn Power	\$ 638,356	\$ 2,876,559	1.11%	18.16%	139,701	17,624	12.62%	\$ 3,745,637	\$ 212.53	1.93	8,578	6.14%
PPL	\$ 1,940,477	\$ 26,109,540	0.81%	6.92%	1,204,132	155,884	12.95%	\$ 59,640,223	\$ 382.59	3.78	52,153	4.33%
ELECTRIC	\$ 33,279,565	\$ 96,294,921	0.72%	25.68%	4,885,885	742,346	15.19%	\$ 243,603,300	\$ 328.15	3.54	161,849	3.31%
Columbia	\$ 3,886,388	\$ 8,070,773	1.21%	32.50%	369,922	35,486	9.59%	\$ 6,991,911	\$ 197.03	1.74	13,879	3.75%
Dominion	\$ 873,658	\$ 9,712,864	2.27%	8.25%	326,622	27,740	8.49%	\$ 14,335,959	\$ 516.80	4.41	18,617	5.70%
Equitable	\$ 4,049,434	\$ 9,498,854	2.17%	29.89%	239,185	22,435	9.38%	\$ 5,367,172	\$ 239.23	1.74	7,010	2.93%
NFG	\$ 1,228,123	\$ 5,079,887	1.35%	19.47%	197,850	17,450	8.82%	\$ 3,466,700	\$ 198.66	1.61	6,939	3.51%
UGI-Penn Natural	\$ 866,640	\$ 7,885,669	2.31%	9.90%	143,718	21,391	14.88%	\$ 6,205,820	\$ 290.11	2.19	4,364	3.04%
PGW	\$ 7,766,090	\$ 38,489,306	4.43%	16.79%	481,218	89,290	18.56%	\$ 39,080,811	\$ 437.68	3.88	26,269	5.46%
UGI-Gas	\$ 3,194,241	\$ 9,601,622	1.75%	24.96%	298,547	48,105	16.11%	\$ 9,722,239	\$ 202.10	2.17	4,187	1.40%
GAS	\$ 21,864,574	\$ 88,338,975	2.41%	19.84%	2,057,062	261,897	12.73%	\$ 85,170,612	\$ 325.21	2.75	81,265	3.95%
TOTAL	\$ 55,144,139	\$184,633,896			6,942,947	1,004,243		\$ 328,773,912			243,114	

Note: All industry a

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2008 Company	Agreements Dollars Overdue	Agreements Average Arrearage	Agreements Weighted Arrearage	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
Allegheny	\$ 1,464,108	\$ 282.05	3.68	12.97%	5.33%	97,390	15.89%	\$ 11,292,516	\$ 115.95	1.51	19,650
Duquesne	\$ 5,620,250	\$ 507.98	6.84	29.97%	22.21%	49,812	9.50%	\$ 18,753,698	\$ 376.49	5.07	22,081
Met.Ed.	\$ 16,603,088	\$ 615.86	6.10	58.56%	29.21%	92,292	19.12%	\$ 28,352,528	\$ 307.20	3.04	16,359
PECO	\$ 38,467,146	\$ 1,278.32	11.66	22.13%	9.03%	333,311	23.52%	\$173,823,327	\$ 521.50	4.76	84,323
Penelec	\$ 14,693,533	\$ 528.32	6.86	59.14%	28.63%	97,151	19.24%	\$ 24,843,496	\$ 255.72	3.32	13,442
Penn Power	\$ 5,996,672	\$ 699.08	6.36	61.55%	32.74%	26,202	18.76%	\$ 9,742,309	\$ 371.82	3.38	4,030
PPL	\$ 26,477,484	\$ 507.69	5.02	30.75%	25.07%	208,037	17.28%	\$ 86,117,707	\$ 413.95	4.09	38,917
ELECTRIC	\$ 109,322,281	\$ 675.46	7.28	30.98%	17.90%	904,195	18.51%	\$352,925,581	\$ 390.32	4.21	198,802
Columbia	\$ 10,017,344	\$ 721.76	6.37	58.89%	28.12%	49,365	13.34%	\$ 17,009,255	\$ 344.56	3.04	12,188
Dominion	\$ 20,058,951	\$ 1,077.45	9.20	58.32%	40.16%	46,357	14.19%	\$ 34,394,910	\$ 741.96	6.33	7,867
Equitable	\$ 6,393,170	\$ 912.01	6.65	54.36%	23.81%	29,445	12.31%	\$ 11,760,342	\$ 399.40	2.91	11,979
NFG	\$ 3,279,630	\$ 472.64	3.82	48.61%	28.45%	24,389	12.33%	\$ 6,746,330	\$ 276.61	2.24	11,022
UGI-Penn Natural	\$ 2,382,772	\$ 546.01	4.13	27.74%	16.94%	25,755	17.92%	\$ 8,588,592	\$ 333.47	2.52	7,735
PGW	\$ 21,442,825	\$ 816.28	7.24	35.43%	22.73%	115,559	24.01%	\$ 60,523,636	\$ 523.75	4.64	28,674
UGI-Gas	\$ 2,079,514	\$ 496.66	5.34	17.62%	8.01%	52,292	17.52%	\$ 11,801,753	\$ 225.69	2.43	16,415
GAS	\$ 65,654,206	\$ 807.90	6.82	43.53%	23.68%	343,162	16.68%	\$150,824,818	\$ 439.51	3.71	95,880
TOTAL	\$ 174,976,487					1,247,357		\$503,750,399			294,682

Note: All industry a

2008 Collections Data for the Major Electric and Gas Companies

2008 Company	UCARE Termination Rate	Termination Percent per Customer	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Allegheny	32.06	3.21%	12,308	62.64%	\$ 116.50	\$ 68.54	\$ 76.71	2.04%	\$ 13,140,612
Duquesne	42.12	4.21%	16,443	74.47%	\$ 114.45	\$ 71.82	\$ 74.28	3.99%	\$ 16,384,435
Met.Ed.	33.90	3.39%	14,002	85.59%	\$ 142.00	\$ 90.00	\$ 101.00	4.85%	\$ 14,927,475
PECO	59.50	5.95%	58,296	69.13%	\$ 123.80	\$ 103.86	\$ 109.61	7.15%	\$ 16,112,191
Penelec	26.62	2.66%	10,754	80.00%	\$ 118.00	\$ 72.00	\$ 77.00	5.31%	\$ 13,490,269
Penn Power	28.85	2.88%	3,687	91.49%	\$ 158.00	\$ 102.00	\$ 110.00	5.29%	\$ 4,804,770
PPL	32.32	3.23%	29,053	74.65%	\$ 139.29	\$ 83.34	\$ 101.16	5.94%	\$ 9,202,775
ELECTRIC	40.69	4.07%	144,543	72.71%	\$ 130.29	\$ 84.51	\$ 92.82	5.75%	\$ 88,062,527
Columbia	32.95	3.29%	7,212	59.17%	\$ 114.84	\$ 39.35	\$ 113.38	3.53%	\$ 3,597,442
Dominion	24.09	2.41%	4,048	51.46%	\$ 118.64	\$ 34.01	\$ 117.17	10.36%	\$ 1,125,826
Equitable	50.08	5.01%	7,988	66.68%	\$ 137.85	\$ 41.96	\$ 137.14	3.23%	\$ 3,317,026
NFG	55.71	5.57%	7,192	65.25%	\$ 125.05	\$ 66.41	\$ 123.59	2.31%	\$ 910,088
UGI-Penn Natural	53.82	5.38%	4,524	58.49%	\$ 138.76	\$ 36.64	\$ 132.21	3.68%	\$ 3,094,913
PGW	59.59	5.96%	27,434	95.68%	\$ 119.41	\$ 41.47	\$ 112.81	9.32%	\$ 9,821,543
UGI-Gas	54.98	5.50%	10,018	61.03%	\$ 104.00	\$ 30.00	\$ 93.00	3.44%	\$ 3,035,334
GAS	46.61	4.66%	68,416	71.36%	\$ 122.65	\$ 41.41	\$ 118.47	5.59%	\$ 24,902,172
TOTAL			212,959					5.70%	\$ 112,964,699

Note: All industry a