

2009 Collections Data for the Major Electric and Gas Companies

2009 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	\$ 599,340,971	\$ 5,561,835	0.93%	\$ 1,302,468	\$ 4,259,367	0.71%	23.42%	\$ 1,341,832,882	\$ 6,425,718	0.48%
Duquesne	\$ 466,507,432	\$ 8,233,551	1.76%	\$ 2,335,925	\$ 5,897,626	1.26%	28.37%	\$ 825,226,642	\$ 12,000,665	1.45%
Met.Ed.	\$ 626,478,569	\$ 10,684,730	1.71%	\$ 2,375,290	\$ 8,309,440	1.33%	22.23%	\$ 1,332,385,151	\$ 11,732,289	0.88%
PECO	\$ 2,366,957,059	\$ 52,491,564	2.22%	\$ 13,680,305	\$ 38,811,259	1.64%	26.06%	\$ 5,046,322,223	\$ 64,710,452	1.28%
Penelec	\$ 472,113,272	\$ 8,313,201	1.76%	\$ 2,270,291	\$ 6,042,910	1.28%	27.31%	\$ 1,092,529,586	\$ 9,204,575	0.84%
Penn Power	\$ 183,328,312	\$ 3,335,176	1.82%	\$ 743,263	\$ 2,591,913	1.41%	22.29%	\$ 243,790,892	\$ 3,558,192	1.46%
PPL	\$ 1,487,538,825	\$ 35,132,218	2.36%	\$ 11,049,584	\$ 24,082,634	1.62%	31.45%	\$ 3,205,651,489	\$ 38,660,918	1.21%
ELECTRIC	\$ 6,202,264,440	\$ 123,752,275	2.00%	\$ 33,757,126	\$ 89,995,149	1.45%	27.28%	\$ 13,087,738,865	\$ 146,292,809	1.12%
Columbia	\$ 387,454,010	\$ 12,039,187	3.11%	\$ 5,097,312	\$ 6,941,875	1.79%	42.34%	\$ 528,138,833	\$ 13,407,452	2.54%
Dominion	\$ 259,501,732	\$ 10,537,331	4.06%	\$ 4,036,652	\$ 6,500,679	2.51%	38.31%	\$ 330,676,828	\$ 11,604,494	3.51%
Equitable	\$ 308,905,022	\$ 9,187,767	2.97%	\$ 3,029,089	\$ 6,158,678	1.99%	32.97%	\$ 367,778,817	\$ 9,900,755	2.69%
NFG	\$ 259,746,550	\$ 6,040,660	2.33%	\$ 1,424,873	\$ 4,615,787	1.78%	23.59%	\$ 332,947,300	\$ 6,256,317	1.88%
PGW	\$ 629,654,666	\$ 53,230,377	8.45%	\$ 6,558,182	\$ 46,672,195	7.41%	12.32%	\$ 824,917,144	\$ 53,541,068	6.49%
UGI-Gas	\$ 311,515,001	\$ 9,595,433	3.08%	\$ 1,891,337	\$ 7,704,096	2.47%	19.71%	\$ 474,088,450	\$ 10,553,861	2.23%
UGI-Penn Natural	\$ 239,555,679	\$ 9,181,367	3.83%	\$ 1,332,739	\$ 7,848,628	3.28%	14.52%	\$ 346,477,630	\$ 9,736,338	2.81%
GAS	\$ 2,396,332,660	\$ 109,812,122	4.58%	\$ 23,370,184	\$ 86,441,938	3.61%	21.28%	\$ 3,205,025,002	\$ 115,000,285	3.59%
TOTAL	\$ 8,598,597,100	\$ 233,564,397		\$ 57,127,310	\$ 176,437,087			\$ 16,292,763,867	\$ 261,293,094	

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

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2009 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
Allegheny	\$ 1,374,184	\$ 5,051,534	0.38%	21.39%	613,972	97,436	15.87%	\$ 11,455,492	\$ 117.57	1.39	5,910
Duquesne	\$ 2,575,797	\$ 9,424,868	1.14%	21.46%	524,333	38,307	7.31%	\$ 13,716,552	\$ 358.07	5.34	11,019
Met.Ed.	\$ 2,577,578	\$ 9,154,711	0.69%	21.97%	484,382	69,045	14.25%	\$ 13,510,228	\$ 195.67	1.83	27,253
PECO	\$ 15,255,672	\$ 49,454,780	0.98%	23.58%	1,417,459	285,042	20.11%	\$ 113,058,871	\$ 396.64	3.71	32,687
Penelec	\$ 2,412,076	\$ 6,792,499	0.62%	26.21%	504,915	71,897	14.24%	\$ 10,901,724	\$ 151.63	1.94	26,349
Penn Power	\$ 760,119	\$ 2,798,073	1.15%	21.36%	139,848	18,840	13.47%	\$ 4,319,015	\$ 229.25	2.10	8,158
PPL	\$ 11,988,324	\$ 26,672,594	0.83%	31.01%	1,208,715	163,383	13.52%	\$ 67,550,420	\$ 413.45	4.08	48,872
ELECTRIC	\$ 36,943,750	\$ 109,349,059	0.84%	25.25%	4,893,624	743,950	15.20%	\$ 234,512,302	\$ 315.23	3.37	160,248
Columbia	\$ 5,602,803	\$ 7,804,649	1.48%	41.79%	370,838	26,697	7.20%	\$ 6,767,050	\$ 253.48	3.01	15,909
Dominion	\$ 4,146,563	\$ 7,457,931	2.26%	35.73%	326,931	24,537	7.51%	\$ 12,830,938	\$ 522.92	5.48	17,171
Equitable	\$ 3,243,572	\$ 6,657,183	1.81%	32.76%	239,882	20,292	8.46%	\$ 4,644,271	\$ 228.87	1.78	8,106
NFG	\$ 1,470,408	\$ 4,785,909	1.44%	23.50%	197,474	16,492	8.35%	\$ 3,393,662	\$ 205.78	1.88	7,345
PGW	\$ 6,734,907	\$ 46,806,161	5.67%	12.58%	480,908	85,387	17.76%	\$ 39,246,316	\$ 459.63	4.13	28,728
UGI-Gas	\$ 2,101,486	\$ 8,452,375	1.78%	19.91%	302,561	44,887	14.84%	\$ 8,604,699	\$ 191.70	2.15	4,715
UGI-Penn Natural	\$ 1,413,297	\$ 8,323,041	2.40%	14.52%	144,690	22,920	15.84%	\$ 7,187,005	\$ 313.57	2.32	4,861
GAS	\$ 24,713,036	\$ 90,287,249	2.82%	21.49%	2,063,284	241,212	11.69%	\$ 82,673,941	\$ 342.74	3.19	86,835
TOTAL	\$ 61,656,786	\$ 199,636,308			6,956,908	985,162		\$ 317,186,243			247,083

Note: All industry a

2009 Collections Data for the Major Electric and Gas Companies

2009 Company	Agreements Overdue Percent	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
Allegheny	0.96%	\$ 1,759,859	\$ 297.78	3.51	13.32%	5.72%	103,346	16.83%	\$ 13,215,351	\$ 127.87	1.51
Duquesne	2.10%	\$ 5,972,427	\$ 542.01	8.09	30.33%	22.34%	49,326	9.41%	\$ 19,688,979	\$ 399.16	5.96
Met.Ed.	5.63%	\$ 16,631,196	\$ 610.25	5.70	55.18%	28.30%	96,298	19.88%	\$ 30,141,424	\$ 313.00	2.93
PECO	2.31%	\$ 36,131,460	\$ 1,105.38	10.34	24.22%	10.29%	317,729	22.42%	\$ 149,190,331	\$ 469.55	4.39
Penelec	5.22%	\$ 13,972,365	\$ 530.28	6.80	56.17%	26.82%	98,246	19.46%	\$ 24,874,089	\$ 253.18	3.25
Penn Power	5.83%	\$ 6,000,684	\$ 735.56	6.75	58.15%	30.22%	26,998	19.31%	\$ 10,319,699	\$ 382.24	3.51
PPL	4.04%	\$ 22,892,168	\$ 468.41	4.62	25.31%	23.03%	212,255	17.56%	\$ 90,442,588	\$ 426.10	4.20
ELECTRIC	3.27%	\$ 103,360,159	\$ 645.00	6.90	30.59%	17.72%	904,198	18.48%	\$ 337,872,461	\$ 373.67	4.00
Columbia	4.29%	\$ 13,072,301	\$ 821.69	9.76	65.89%	37.34%	42,606	11.49%	\$ 19,839,351	\$ 465.65	5.53
Dominion	5.25%	\$ 18,768,985	\$ 1,093.06	11.46	59.40%	41.17%	41,708	12.76%	\$ 31,599,923	\$ 757.65	7.94
Equitable	3.38%	\$ 7,691,448	\$ 948.86	7.39	62.35%	28.54%	28,398	11.84%	\$ 12,335,719	\$ 434.39	3.39
NFG	3.72%	\$ 3,783,020	\$ 515.05	4.70	52.71%	30.81%	23,837	12.07%	\$ 7,176,682	\$ 301.07	2.75
PGW	5.97%	\$ 23,494,634	\$ 817.83	7.35	37.45%	25.17%	114,115	23.73%	\$ 62,740,950	\$ 549.80	4.94
UGI-Gas	1.56%	\$ 2,363,527	\$ 501.28	5.63	21.55%	9.51%	49,602	16.39%	\$ 10,968,226	\$ 221.12	2.48
UGI-Penn Natural	3.36%	\$ 2,820,643	\$ 580.26	4.28	28.18%	17.50%	27,781	19.20%	\$ 10,007,648	\$ 360.23	2.66
GAS	4.21%	\$ 71,994,558	\$ 829.10	7.71	46.55%	26.47%	328,047	15.90%	\$ 154,668,499	\$ 471.48	4.38
TOTAL		\$ 175,354,717					1,232,245		\$ 492,540,960		

Note: All industry a

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2009 Company	Terminations	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	17,057	2.78%	10,500	61.56%	\$ 128.57	\$ 75.55	\$ 84.74	2.20%	\$ 13,872,516.00
Duquesne	23,143	4.41%	16,877	72.92%	\$ 110.72	\$ 64.20	\$ 67.00	4.22%	\$ 21,347,215.00
Met.Ed.	12,915	2.67%	10,279	79.59%	\$ 150.00	\$ 96.00	\$ 107.00	4.81%	\$ 13,874,375.00
PECO	76,862	5.42%	52,281	68.02%	\$ 118.93	\$ 101.78	\$ 106.88	6.30%	\$ 15,056,392.00
Penelec	9,878	1.96%	7,603	76.97%	\$ 118.00	\$ 72.00	\$ 78.00	5.27%	\$ 11,592,885.00
Penn Power	3,196	2.29%	2,739	85.70%	\$ 173.00	\$ 99.00	\$ 109.00	5.63%	\$ 4,450,336.00
PPL	33,247	2.75%	23,424	70.45%	\$ 138.66	\$ 83.54	\$ 101.45	6.08%	\$ 9,455,645.00
ELECTRIC	176,298	3.60%	123,703	70.17%	\$ 133.98	\$ 84.58	\$ 93.44	5.45%	\$ 89,649,364.00
Columbia	11,662	3.14%	6,559	56.24%	\$ 85.48	\$ 30.32	\$ 84.15	5.12%	\$ 3,271,167.00
Dominion	7,640	2.34%	4,597	60.17%	\$ 96.58	\$ 29.28	\$ 95.42	12.18%	\$ 1,083,342.00
Equitable	10,836	4.52%	7,392	68.22%	\$ 128.95	\$ 38.76	\$ 128.32	3.99%	\$ 2,999,286.00
NFG	12,290	6.22%	8,249	67.12%	\$ 110.81	\$ 59.21	\$ 109.55	2.76%	\$ 662,580.00
PGW	38,536	8.01%	33,815	87.75%	\$ 116.87	\$ 41.55	\$ 111.20	9.96%	\$ 8,884,858.00
UGI-Gas	14,891	4.92%	8,752	58.77%	\$ 98.00	\$ 29.00	\$ 89.00	3.52%	\$ 2,549,522.00
UGI-Penn Natural	8,672	5.99%	4,871	56.17%	\$ 141.80	\$ 38.64	\$ 135.44	4.18%	\$ 2,483,722.00
GAS	104,527	5.07%	74,235	71.02%	\$ 111.21	\$ 38.11	\$ 107.58	6.45%	\$ 21,934,477.00
TOTAL	280,825		197,938					5.73%	\$ 111,583,841.00

Note: All industry a