

2010 Collections Data for the Major Electric and Gas Companies

2010 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	56.231 Residential Customers	56.231 Overdue Customers
Allegheny	\$ 682,938,695	\$ 6,355,180	0.93%	\$ 1,462,368	\$ 4,892,812	0.72%	23.01%	614,758	99,328
Duquesne	\$ 511,240,918	\$ 5,824,162	1.14%	\$ 2,030,528	\$ 3,793,634	0.74%	34.86%	524,406	39,192
Met.Ed.	\$ 690,183,918	\$ 11,592,188	1.68%	\$ 3,016,486	\$ 8,575,702	1.24%	26.02%	485,991	74,385
PECO	\$ 2,530,246,332	\$ 46,511,742	1.84%	\$ 16,689,298	\$ 32,932,120	1.30%	35.88%	1,419,415	289,761
Penelec	\$ 503,077,503	\$ 8,390,194	1.67%	\$ 3,005,568	\$ 5,384,626	1.07%	35.82%	505,397	76,487
Penn Power	\$ 179,027,401	\$ 2,889,882	1.61%	\$ 893,018	\$ 1,996,864	1.12%	30.90%	140,101	19,720
PPL	\$ 1,856,148,702	\$ 39,598,997	2.13%	\$ 12,511,744	\$ 27,087,253	1.46%	31.60%	1,212,020	169,209
<b>ELECTRIC</b>	<b>\$ 6,952,863,469</b>	<b>\$ 121,162,345</b>	<b>1.74%</b>	<b>\$ 39,609,010</b>	<b>\$ 81,553,335</b>	<b>1.17%</b>	<b>32.69%</b>	<b>4,902,088</b>	<b>768,082</b>
Columbia	\$ 359,493,889	\$ 8,162,827	2.27%	\$ 3,454,140	\$ 4,708,687	1.31%	42.32%	372,751	28,028
Equitable	\$ 282,496,294	\$ 6,176,012	2.19%	\$ 2,724,461	\$ 3,451,551	1.22%	44.11%	237,688	19,295
NFG	\$ 183,821,950	\$ 6,228,075	3.39%	\$ 664,636	\$ 5,563,439	3.03%	10.67%	197,843	15,335
Peoples	\$ 215,310,143	\$ 7,733,999	3.59%	\$ 2,715,352	\$ 5,018,647	2.33%	35.11%	326,915	20,114
PGW	\$ 553,513,141	\$ 46,724,536	8.44%	\$ 6,735,305	\$ 39,989,231	7.22%	14.41%	479,564	82,308
UGI-Gas	\$ 280,090,582	\$ 6,810,703	2.43%	\$ 1,397,372	\$ 5,413,331	1.93%	20.52%	305,861	44,351
UGI-Penn Natural	\$ 186,321,235	\$ 5,122,162	2.75%	\$ 1,012,294	\$ 4,109,868	2.21%	19.76%	144,594	21,837
<b>GAS</b>	<b>\$ 2,061,047,234</b>	<b>\$ 86,958,314</b>	<b>4.22%</b>	<b>\$ 18,703,560</b>	<b>\$ 68,254,754</b>	<b>3.31%</b>	<b>21.51%</b>	<b>2,065,216</b>	<b>231,268</b>
<b>TOTAL</b>	<b>\$ 9,013,910,703</b>	<b>\$ 208,120,659</b>		<b>\$ 58,312,570</b>	<b>\$ 149,808,089</b>			<b>6,967,304</b>	<b>999,350</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

2010 Collections Data for the Major Electric and Gas Companies

2010 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	16.16%	\$ 12,999,523	\$ 130.87	1.40	6,685	1.09%	\$ 2,297,220	\$ 343.64	3.68
Duquesne	7.47%	\$ 14,921,868	\$ 380.74	5.26	11,841	2.26%	\$ 6,656,892	\$ 562.19	7.76
Met.Ed.	15.31%	\$ 16,378,067	\$ 220.18	1.87	27,192	5.60%	\$ 18,845,092	\$ 693.04	5.87
PECO	20.41%	\$100,424,792	\$ 346.58	3.03	30,508	2.15%	\$ 23,840,126	\$ 781.44	6.84
Penelec	15.13%	\$ 12,215,535	\$ 159.71	1.92	24,553	4.86%	\$ 14,301,805	\$ 582.49	7.02
Penn Power	14.08%	\$ 4,365,102	\$ 221.35	2.09	7,400	5.28%	\$ 6,219,210	\$ 840.43	7.93
PPL	13.96%	\$ 75,339,523	\$ 445.25	4.36	48,185	3.98%	\$ 23,091,596	\$ 479.23	4.70
<b>ELECTRIC</b>	<b>15.67%</b>	<b>\$ 236,644,410</b>	<b>\$ 308.10</b>	<b>3.13</b>	<b>156,364</b>	<b>3.19%</b>	<b>\$ 95,251,941</b>	<b>\$ 609.17</b>	<b>6.19</b>
Columbia	7.52%	\$ 4,364,034	\$ 155.70	1.86	13,328	3.58%	\$ 8,600,463	\$ 645.29	7.70
Equitable	8.12%	\$ 3,253,629	\$ 168.63	1.58	9,098	3.83%	\$ 7,654,841	\$ 841.38	7.89
NFG	7.75%	\$ 2,122,301	\$ 138.40	1.78	5,750	2.91%	\$ 2,587,785	\$ 450.05	5.79
Peoples	6.15%	\$ 4,034,729	\$ 200.59	2.72	12,731	3.89%	\$ 11,357,466	\$ 892.11	12.12
PGW	17.16%	\$ 31,986,067	\$ 388.61	4.19	25,471	5.31%	\$ 20,295,197	\$ 796.80	8.59
UGI-Gas	14.50%	\$ 7,285,436	\$ 164.27	2.08	3,953	1.29%	\$ 1,687,365	\$ 426.86	5.40
UGI-Penn Natural	15.10%	\$ 5,401,985	\$ 247.38	2.24	3,520	2.43%	\$ 1,855,672	\$ 527.18	4.77
<b>GAS</b>	<b>11.20%</b>	<b>\$ 58,448,181</b>	<b>\$ 252.73</b>	<b>2.84</b>	<b>73,851</b>	<b>3.58%</b>	<b>\$ 54,038,789</b>	<b>\$ 731.73</b>	<b>8.21</b>
<b>TOTAL</b>		<b>\$ 295,092,591</b>			<b>230,215</b>		<b>\$ 149,290,730</b>		

Note: All industry a

2010 Collections Data for the Major Electric and Gas Companies

2010 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	15.02%	6.31%	106,013	17.24%	\$ 15,296,743	\$ 144.29	1.55	16,803	2.73%
Duquesne	30.85%	23.20%	51,033	9.73%	\$ 21,578,760	\$ 422.84	5.84	21,915	4.18%
Met.Ed.	53.50%	26.77%	101,577	20.90%	\$ 35,223,159	\$ 346.76	2.94	10,676	2.20%
PECO	19.18%	9.53%	320,269	22.56%	\$ 124,264,918	\$ 388.00	3.39	78,180	5.51%
Penelec	53.93%	24.30%	101,040	19.99%	\$ 26,517,340	\$ 262.44	3.16	6,750	1.34%
Penn Power	58.76%	27.29%	27,120	19.36%	\$ 10,584,312	\$ 390.28	3.68	1,705	1.22%
PPL	23.46%	22.16%	217,394	17.94%	\$ 98,431,119	\$ 452.78	4.44	33,536	2.77%
<b>ELECTRIC</b>	<b>28.70%</b>	<b>16.91%</b>	<b>924,446</b>	<b>18.86%</b>	<b>\$ 331,896,351</b>	<b>\$ 359.02</b>	<b>3.65</b>	<b>169,565</b>	<b>3.46%</b>
Columbia	66.34%	32.23%	41,356	11.09%	\$ 12,964,497	\$ 313.49	3.74	9,878	2.65%
Equitable	70.17%	32.04%	28,393	11.95%	\$ 10,908,470	\$ 384.20	3.60	10,967	4.61%
NFG	54.94%	27.27%	21,085	10.66%	\$ 4,710,086	\$ 223.39	2.87	9,296	4.70%
Peoples	73.79%	38.76%	32,845	10.05%	\$ 15,392,195	\$ 468.63	6.37	7,135	2.18%
PGW	38.82%	23.63%	107,779	22.47%	\$ 52,281,264	\$ 485.08	5.23	29,865	6.23%
UGI-Gas	18.81%	8.18%	48,304	15.79%	\$ 8,972,801	\$ 185.76	2.35	11,885	3.89%
UGI-Penn Natural	25.57%	13.88%	25,357	17.54%	\$ 7,257,657	\$ 286.22	2.59	8,569	5.93%
<b>GAS</b>	<b>48.04%</b>	<b>24.20%</b>	<b>305,119</b>	<b>14.77%</b>	<b>\$ 112,486,970</b>	<b>\$ 368.67</b>	<b>4.14</b>	<b>87,595</b>	<b>4.24%</b>
<b>TOTAL</b>			<b>1,229,565</b>		<b>\$ 444,383,321</b>			<b>257,160</b>	

Note: All industry a

2010 Collections Data for the Major Electric and Gas Companies

2010 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Allegheny	10,121	60.23%	\$ 136.85	\$ 83.99	\$ 93.29	2.24%	\$ 16,115,403.00
Duquesne	15,946	72.76%	\$ 115.76	\$ 69.56	\$ 72.42	4.22%	\$ 12,136,755.00
Met.Ed.	7,650	71.66%	\$ 157.00	\$ 107.00	\$ 118.00	5.10%	\$ 14,840,980.00
PECO	55,863	71.45%	\$ 113.38	\$ 114.34	\$ 114.32	4.91%	\$ 16,615,043.00
Penelec	4,111	60.90%	\$ 120.00	\$ 78.00	\$ 83.00	5.27%	\$ 11,726,539.00
Penn Power	1,104	64.75%	\$ 177.00	\$ 95.00	\$ 106.00	5.91%	\$ 3,998,266.00
PPL	22,158	66.07%	\$ 134.83	\$ 85.76	\$ 102.06	5.30%	\$ 13,514,027.00
<b>ELECTRIC</b>	<b>116,953</b>	<b>68.97%</b>	<b>\$ 136.40</b>	<b>\$ 90.52</b>	<b>\$ 98.44</b>	<b>4.77%</b>	<b>\$ 88,947,013.00</b>
Columbia	5,336	54.02%	\$ 84.75	\$ 33.30	\$ 83.82	3.61%	\$ 2,424,579.00
Equitable	7,873	71.79%	\$ 107.11	\$ 34.57	\$ 106.59	3.86%	\$ 2,789,079.00
NFG	6,445	69.33%	\$ 78.60	\$ 44.81	\$ 77.78	2.56%	\$ 721,655.00
Peoples	4,602	64.50%	\$ 74.40	\$ 24.96	\$ 73.62	7.15%	\$ 1,200,898.00
PGW	30,626	102.55%	\$ 97.22	\$ 35.18	\$ 92.72	9.45%	\$ 4,687,640.00
UGI-Gas	6,703	56.40%	\$ 86.00	\$ 27.00	\$ 79.00	3.20%	\$ 2,972,628.00
UGI-Penn Natural	5,548	64.75%	\$ 115.27	\$ 32.45	\$ 110.47	3.90%	\$ 838,274.00
<b>GAS</b>	<b>67,133</b>	<b>76.64%</b>	<b>\$ 91.91</b>	<b>\$ 33.18</b>	<b>\$ 89.14</b>	<b>5.46%</b>	<b>\$ 15,634,753.00</b>
<b>TOTAL</b>	<b>184,086</b>						<b>\$ 104,581,766.00</b>

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