

2011 Collections Data for the Major Electric and Gas Companies

2011 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
Duquesne	\$ 523,025,310	\$ 6,452,062	1.23%	\$ 2,507,773	\$ 3,944,289	0.75%	38.87%	524,865	27,739
Met.Ed.	\$ 741,983,813	\$ 14,257,828	1.92%	\$ 2,610,332	\$ 11,647,496	1.57%	18.31%	486,796	77,257
PECO	\$ 2,576,470,996	\$ 36,808,916	1.43%	\$11,216,991	\$ 25,591,925	0.99%	30.47%	1,425,355	298,278
Penelec	\$ 599,475,621	\$ 10,718,918	1.79%	\$ 2,157,209	\$ 8,561,709	1.43%	20.13%	505,585	81,306
Penn Power	\$ 172,679,614	\$ 3,192,700	1.85%	\$ 555,309	\$ 2,637,391	1.53%	17.39%	140,338	18,786
PPL	\$ 1,858,691,507	\$ 49,731,802	2.68%	\$ 12,679,023	\$ 37,052,779	1.99%	25.49%	1,213,953	171,223
West Penn Pwr	\$ 679,101,765	\$ 7,016,809	1.03%	\$ 2,072,920	\$ 4,943,889	0.73%	29.54%	615,450	101,257
<b>ELECTRIC</b>	<b>\$ 7,151,428,626</b>	<b>\$ 128,179,035</b>	<b>1.79%</b>	<b>\$ 33,799,557</b>	<b>\$ 94,379,478</b>	<b>1.32%</b>	<b>26.37%</b>	<b>4,912,342</b>	<b>775,846</b>
Columbia	\$ 346,316,467	\$ 9,761,318	2.82%	\$ 3,151,779	\$ 6,609,539	1.91%	32.29%	374,275	27,960
Equitable	\$ 251,683,545	\$ 5,371,481	2.13%	\$ 2,095,194	\$ 3,276,287	1.30%	39.01%	240,115	20,113
NFG	\$ 182,111,890	\$ 3,649,936	2.00%	\$ 580,818	\$ 3,069,118	1.69%	15.91%	198,419	16,644
Peoples	\$ 249,251,788	\$ 4,526,442	1.82%	\$ 1,273,892	\$ 3,252,550	1.30%	28.14%	329,805	27,265
PGW	\$ 499,921,332	\$ 39,957,380	7.99%	\$ 6,451,247	\$ 33,506,133	6.70%	16.15%	479,284	88,029
UGI-Gas	\$ 251,635,022	\$ 5,704,577	2.27%	\$ 1,040,447	\$ 4,664,130	1.85%	18.24%	310,453	47,115
UGI-Penn Natural	\$ 172,666,044	\$ 3,624,732	2.10%	\$ 801,969	\$ 2,822,763	1.63%	22.12%	145,341	22,238
<b>GAS</b>	<b>\$ 1,953,586,088</b>	<b>\$ 72,595,866</b>	<b>3.72%</b>	<b>\$ 15,395,346</b>	<b>\$ 57,200,520</b>	<b>2.93%</b>	<b>21.21%</b>	<b>2,077,692</b>	<b>249,364</b>
<b>TOTAL</b>	<b>\$ 9,105,014,714</b>	<b>\$ 200,774,901</b>		<b>\$ 49,194,903</b>	<b>\$ 151,579,998</b>			<b>6,990,034</b>	<b>1,025,210</b>

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

2011 Collections Data for the Major Electric and Gas Companies

2011 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
Duquesne	5.28%	\$ 10,749,878	\$ 387.54	5.38	12,526	2.39%	\$ 7,337,322	\$ 585.77	8.13
Met.Ed.	15.87%	\$ 19,127,732	\$ 247.59	1.95	29,391	6.04%	\$ 22,602,517	\$ 769.03	6.06
PECO	20.93%	\$ 98,886,491	\$ 331.52	3.13	27,497	1.93%	\$ 31,212,326	\$ 1,135.12	10.71
Penelec	16.08%	\$ 16,173,704	\$ 198.92	2.01	26,943	5.33%	\$ 17,341,396	\$ 643.63	6.50
Penn Power	13.39%	\$ 3,789,988	\$ 201.75	1.96	7,055	5.03%	\$ 6,331,375	\$ 897.43	8.71
PPL	14.10%	\$ 87,268,809	\$ 509.68	5.62	54,340	4.48%	\$ 26,961,621	\$ 496.17	5.47
West Penn Pwr	16.45%	\$ 13,661,887	\$ 134.92	1.47	7,538	1.22%	\$ 2,951,813	\$ 391.59	4.28
<b>ELECTRIC</b>	<b>15.79%</b>	<b>\$ 249,658,489</b>	<b>\$ 321.79</b>	<b>3.27</b>	<b>165,290</b>	<b>3.36%</b>	<b>\$ 114,738,370</b>	<b>\$ 694.16</b>	<b>7.05</b>
Columbia	7.47%	\$ 4,729,834	\$ 169.16	2.15	17,118	4.57%	\$ 11,069,614	\$ 646.67	8.21
Equitable	8.38%	\$ 2,788,012	\$ 138.62	1.45	9,349	3.89%	\$ 6,968,938	\$ 745.42	7.82
NFG	8.39%	\$ 2,335,647	\$ 140.33	1.77	6,247	3.15%	\$ 2,783,736	\$ 445.61	5.61
Peoples	8.27%	\$ 8,044,131	\$ 295.04	4.09	14,286	4.33%	\$ 10,953,541	\$ 766.73	10.63
PGW	18.37%	\$ 33,665,908	\$ 382.44	3.99	23,819	4.97%	\$ 18,692,030	\$ 784.75	8.19
UGI-Gas	15.18%	\$ 7,561,011	\$ 160.48	2.17	4,983	1.61%	\$ 2,090,328	\$ 419.49	5.67
UGI-Penn Natural	15.30%	\$ 4,743,419	\$ 213.30	2.07	3,559	2.45%	\$ 1,720,432	\$ 483.40	4.69
<b>GAS</b>	<b>12.00%</b>	<b>\$ 63,867,962</b>	<b>\$ 256.12</b>	<b>3.00</b>	<b>79,361</b>	<b>3.82%</b>	<b>\$ 54,278,619</b>	<b>\$ 683.95</b>	<b>8.00</b>
<b>TOTAL</b>		<b>\$ 313,526,451</b>			<b>244,651</b>		<b>\$ 169,016,989</b>		

Note: All industry a

2011 Collections Data for the Major Electric and Gas Companies

2011 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
Duquesne	40.57%	31.11%	40,265	7.67%	\$ 18,087,200	\$ 449.20	6.23	22,927	4.37%
Met.Ed.	54.16%	27.56%	106,648	21.91%	\$ 41,730,249	\$ 391.29	3.08	18,169	3.73%
PECO	23.99%	8.44%	325,775	22.86%	\$ 130,098,817	\$ 399.35	3.77	81,408	5.71%
Penelec	51.74%	24.89%	108,249	21.41%	\$ 33,515,100	\$ 309.61	3.13	17,513	3.46%
Penn Power	62.55%	27.30%	25,841	18.41%	\$ 10,121,363	\$ 391.68	3.80	3,622	2.58%
PPL	23.60%	24.09%	225,563	18.58%	\$ 114,230,430	\$ 506.42	5.58	33,641	2.77%
West Penn Pwr	17.77%	6.93%	108,795	17.68%	\$ 16,613,700	\$ 152.71	1.67	15,351	2.49%
<b>ELECTRIC</b>	<b>31.49%</b>	<b>17.56%</b>	<b>941,136</b>	<b>19.16%</b>	<b>\$ 364,396,859</b>	<b>\$ 387.19</b>	<b>3.93</b>	<b>192,631</b>	<b>3.92%</b>
Columbia	70.06%	37.97%	45,078	12.04%	\$ 15,799,448	\$ 350.49	4.45	9,650	2.58%
Equitable	71.43%	31.73%	29,462	12.27%	\$ 9,756,950	\$ 331.17	3.47	10,471	4.36%
NFG	54.38%	27.29%	22,891	11.54%	\$ 5,119,383	\$ 223.64	2.82	9,472	4.77%
Peoples	57.66%	34.38%	41,551	12.60%	\$ 18,997,672	\$ 457.21	6.34	3,696	1.12%
PGW	35.70%	21.30%	111,848	23.34%	\$ 52,357,938	\$ 468.12	4.89	28,868	6.02%
UGI-Gas	21.66%	9.56%	52,098	16.78%	\$ 9,651,339	\$ 185.25	2.50	11,206	3.61%
UGI-Penn Natural	26.62%	13.80%	25,797	17.75%	\$ 6,463,851	\$ 250.57	2.43	6,967	4.79%
<b>GAS</b>	<b>45.94%</b>	<b>24.14%</b>	<b>328,725</b>	<b>15.82%</b>	<b>\$ 118,146,581</b>	<b>\$ 359.41</b>	<b>4.20</b>	<b>80,330</b>	<b>3.87%</b>
<b>TOTAL</b>			<b>1,269,861</b>		<b>\$ 482,543,440</b>			<b>272,961</b>	

Note: All industry a

2011 Collections Data for the Major Electric and Gas Companies

2011 Company	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	16,846	73.48%	\$ 115.13	\$ 69.20	\$ 72.09	3.46%	\$ 13,156,923.00
Met.Ed.	14,696	80.89%	\$ 173.00	\$ 114.00	\$ 127.00	5.62%	\$ 17,837,820.00
PECO	58,323	71.64%	\$ 107.14	\$ 104.61	\$ 106.03	5.05%	\$ 17,837,156.00
Penelec	14,209	81.13%	\$ 144.00	\$ 93.00	\$ 99.00	5.59%	\$ 14,451,221.00
Penn Power	3,316	91.55%	\$ 169.00	\$ 91.00	\$ 103.00	5.86%	\$ 4,349,207.00
PPL	22,727	67.56%	\$ 118.52	\$ 76.36	\$ 90.71	6.15%	\$ 13,235,587.00
West Penn Pwr	9,914	64.58%	\$ 134.11	\$ 82.25	\$ 91.48	2.45%	\$ 16,327,452.00
<b>ELECTRIC</b>	<b>140,031</b>	<b>72.69%</b>	<b>\$ 137.27</b>	<b>\$ 90.06</b>	<b>\$ 98.47</b>	<b>5.10%</b>	<b>\$ 97,195,366.00</b>
Columbia	4,958	51.38%	\$ 79.60	\$ 31.08	\$ 78.78	4.56%	\$ 2,920,498.00
Equitable	7,587	72.46%	\$ 95.74	\$ 31.83	\$ 95.31	3.88%	\$ 2,756,402.00
NFG	6,449	68.08%	\$ 80.21	\$ 46.54	\$ 79.42	2.81%	\$ 625,590.00
Peoples	2,660	71.97%	\$ 72.78	\$ 29.50	\$ 72.13	7.62%	\$ 801,057.00
PGW	26,011	90.10%	\$ 99.75	\$ 37.72	\$ 95.78	10.47%	\$ 2,517,589.00
UGI-Gas	5,426	48.42%	\$ 80.00	\$ 26.00	\$ 74.00	3.84%	\$ 2,898,253.00
UGI-Penn Natural	4,276	61.38%	\$ 107.00	\$ 30.00	\$ 103.00	3.74%	\$ 842,229.00
<b>GAS</b>	<b>57,367</b>	<b>71.41%</b>	<b>\$ 87.87</b>	<b>\$ 33.24</b>	<b>\$ 85.49</b>	<b>6.05%</b>	<b>\$ 13,361,618.00</b>
<b>TOTAL</b>	<b>197,398</b>						<b>\$ 110,556,984.00</b>

Note: All industry a