

# Customer Service Performance Report

2009

Pennsylvania Electric & Natural  
Gas Distribution Companies

Pennsylvania Public Utility Commission  
Bureau of Consumer Services



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## Introduction

This comprehensive report of the Public Utility Commission (Commission) presents quality of service data for both the major Electric Distribution Companies<sup>1</sup> (EDCs) and the major Natural Gas Distribution Companies<sup>2</sup> (NGDCs). Prior to the first comprehensive report on annual activity in 2002, the Commission produced two separate reports. This report fulfills the requirements of 52 Pa. Code § 54.156 of the EDC reporting requirements and 52 Pa. Code § 62.37 of the NGDC reporting requirements. Both provide for the Commission to annually produce a summary report on the customer service performance of the EDCs and NGDCs using the statistics collected as a result of the reporting requirements.

On Dec. 3, 1996, the Electricity Generation Customer Choice and Competition Act (Act), 66 Pa. C.S. §§ 2801-2812, was enacted. The Natural Gas Choice and Competition Act (Act), 66 Pa. C.S. Chapter 22, was enacted on June 22, 1999. These acts require the EDCs and NGDCs to maintain, at a minimum, the levels of customer service that were in existence prior to the effective dates of the acts. In response, the Commission took steps to ensure the continued provision of high-quality customer service through the implementation of regulations that require the EDCs and the NGDCs to report statistics on important components of customer service, including: telephone access to the company; billing frequency; meter reading; timely response to customer disputes; and the level of customer satisfaction with the company's handling of recent interactions with its customers (§§ 54.151- 54.156 for EDCs and §§ 62.31-62.37 for NGDCs).

The Commission adopted the final rulemaking establishing Reporting Requirements for Quality of Service Benchmarks and Standards for the EDCs on April 23, 1998. The EDCs began reporting the required data to the Commission in August 1999, for the first six months of that year and followed up with a report on annual activity in February 2000. Beginning in February 2001, the EDCs began submitting annual data on telephone access, billing, meter reading and response to customer disputes. In January 2000, the companies began surveying customers who had initiated an interaction with their EDC, and the companies have continued this practice on an annual basis.

The Commission adopted the final rulemaking establishing Reporting Requirements for Quality of Service Benchmarks and Standards for the NGDCs on Jan. 12, 2000. As per the regulations, NGDCs began reporting the required data to the Commission in August 2001 for the first six months of that year and followed up with a report on annual activity in February 2002. In January 2002, the companies began their surveys of customers who had initiated interactions with the companies. Beginning in February 2003, the NGDCs filed their first annual reports on telephone access, billing, meter reading and response to customer disputes. NGDCs that serve fewer than 100,000 residential accounts are not required to report statistics on the various measures required of the larger companies. The smaller NGDCs must conduct mail surveys of customers who contact them and report the survey results to the Commission. The smaller NGDCs surveyed their customers in 2009 and sent the results to the Commission in 2010.

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<sup>1</sup> Allegheny Power; Duquesne Light Company (Duquesne); PPL Electric Utilities, Inc. (PPL); PECO Energy Company (PECO); UGI Utilities, Inc. (UGI-Electric); and the FirstEnergy companies –Metropolitan Edison Company (Met-Ed), Pennsylvania Electric Company (Penelec); Pennsylvania Power Company ( Penn Power).

<sup>2</sup> Columbia Gas of Pennsylvania, Inc. (Columbia); Equitable Gas Company (Equitable); National Fuel Gas Company (NFG); Peoples Natural Gas (Peoples); Philadelphia Gas Works (PGW); UGI Penn Natural Gas; UGI Utilities, inc. (UGI-Gas).

The Bureau of Consumer Services (BCS) has summarized the information supplied by the EDCs and NGDCs, including survey data, into the charts and tables that appear on the following pages.

The reporting requirements at § 54.155 and § 62.36 include a provision whereby BCS is to report to the Commission various statistics associated with informal consumer complaints and payment arrangement requests that consumers file with the Commission. The BCS is to report a “justified consumer complaint rate,”<sup>3</sup> a “justified payment arrangement request rate,”<sup>4</sup> “the number of informally verified infractions of applicable statutes and regulations,”<sup>5</sup> and an “infraction rate”<sup>6</sup> for the EDCs and NGDCs. These statistics are also important indicators of service quality. The BCS has calculated and reported these rates for a number of years in the annual report, Utility Consumer Activities Report and Evaluation: Electric, Gas, Water and Telephone Utilities (UCARE). The BCS will report the 2009 rates noted above in the 2009 UCARE report. The report offers detailed descriptions of each of these measures, as well as a comparison with performance statistics from the previous year. Access to the 2009 Utility Consumer Activities Report and Evaluation, and the 2009 Report on Pennsylvania’s Electric and Natural Gas Distribution Companies Customer Service Performance is available on the Commission’s website: [www.puc.state.pa.us](http://www.puc.state.pa.us).

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<sup>3</sup> A justified informal consumer complaint is a complaint where the BCS has determined that the utility did not follow Commission procedures or regulations. The justified informal consumer complaint rate is the number justified, informal, residential consumer complaints, as determined by the BCS, per 1,000 residential customers.

<sup>4</sup> A payment arrangement request is justified where a utility did not follow Commission negotiation procedures or regulations. The justified payment arrangement request rate is the number of justified payment arrangement requests, as determined by the BCS, from residential customers per 1,000 residential customers.

<sup>5</sup> An informally verified infraction is an apparent misapplication of Commission regulations as determined by the BCS through its examination of information obtained as part of its review of informal consumer complaints and payment arrangement requests.

<sup>6</sup> The infraction rate is the number of informally verified infractions, as determined by the BCS, per 1,000 residential customers.

# I. Company-Reported Performance

In accordance with Reporting Requirements for Quality of Service Benchmarks and Standards (quality of service reporting requirements), the EDCs and the NGDCs reported statistics for 2009 regarding telephone access, billing, meter reading and disputes not responded to within 30 days. For each of the required measures, the companies report data by month and include a 12-month average.

With the exception of the telephone access statistics and the small business bill information, the required statistics directly relate to the regulations in 52 Pa. Code Chapter 56 Standards and Billing Practices for Residential Utility Service.

## Treatment of PECO Energy

Historically, the Customer Service Performance Report has presented PECO Energy (PECO) statistics with the EDCs, although PECO's statistics include data for both the company's electric and natural gas accounts. PECO has three categories of customers: electric only, gas only, and those receiving both electric and gas service. The company is not able to separate and report the data by gas and electric accounts. For example, PECO's gas and/or electric customers contact the same call center and receive only one bill per billing period. However, customers receiving electric and natural gas from PECO have two separate meters, and the company must read each one. Starting with 2004 data, the report presents PECO's natural gas meter-reading statistics with the NGDCs separately from the company's electric meter-reading statistics.

## Treatment of the FirstEnergy Companies

FirstEnergy requested BCS to report Metropolitan Edison (Met-Ed) and Pennsylvania Electric (Penelec) as separate companies beginning with 2003 data. BCS has always treated Penn Power, the third FirstEnergy Company, as a separate company. Because Met-Ed, Penelec and Penn Power use the same call center, however, the data appears under FirstEnergy in the Telephone Access Section.

## Company Name Change

Dominion Peoples' name changed to Peoples and all tables in this report reflect this change.

## A. Telephone Access

The quality of service reporting requirements for both the EDCs and the NGDCs include telephone access to a company, because customers must be able to readily contact their EDC or NGDC with questions, complaints and requests for service, and to report service outages and other problems. Attempted contacts to a call center initially have one of two results: They are either "received" by the company, or they receive a busy signal and thus are not "received" by the company. Calls in the "busy-out rate" represent those attempted calls that received a busy signal or message; they were not "received" by the company because the company lines or trunks were at capacity.

For the calls that are "received" by the company, the caller has several options. One option is to choose to speak to a company representative. When a caller chooses this option, the caller enters a queue to begin a waiting period until a company representative is available to take the call. Once a call enters the queue, it can take one of three routes: it will either be abandoned (the caller chooses

not to wait and disconnects the call); it will be answered within 30 seconds; or it will be answered in a time period that is greater than 30 seconds. The percent of those calls answered within 30 seconds is reported to the Commission.

In order to produce an accurate picture of telephone access, the companies must report three separate measures of telephone access: 1) percent of calls answered within 30 seconds; 2) average busy-out rate; and 3) call abandonment rate. Requiring three separate measures averts the possibility of masking telephone access problems by presenting only one or two parts of the total access picture. For example, a company could report that it answers every call in 30 seconds or less. If this were the only statistic available, one might conclude that the access to the company is very good. However, if there are only a few trunk lines into this company's call distribution system, other callers attempting to contact the company will receive a busy signal once these trunks are at capacity. The callers that get through wait 30 seconds or less for someone to answer, but a large percentage of customers cannot get through to the company; thus, telephone access is not very good at all. Therefore, it is important to look at both percent of calls answered within 30 seconds and busy-out rates, to get a clearer picture of the telephone access to the EDC or NGDC.

The third measurement, call abandonment rate, indicates how many customers drop out of the queue of customers waiting to talk to a company representative. A high call abandonment rate is most likely an indication that the length of the wait to speak to a company representative is too long. Statistics on call abandonment are often inversely related to statistics measuring calls answered within 30 seconds. For the most part, the companies answering a high percent of calls within 30 seconds have low call abandonment rates, and those answering a lower percent of calls within 30 seconds have higher call abandonment rates. The 2007-09 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2007-09 data reported by the NGDCs also conform to this relationship.

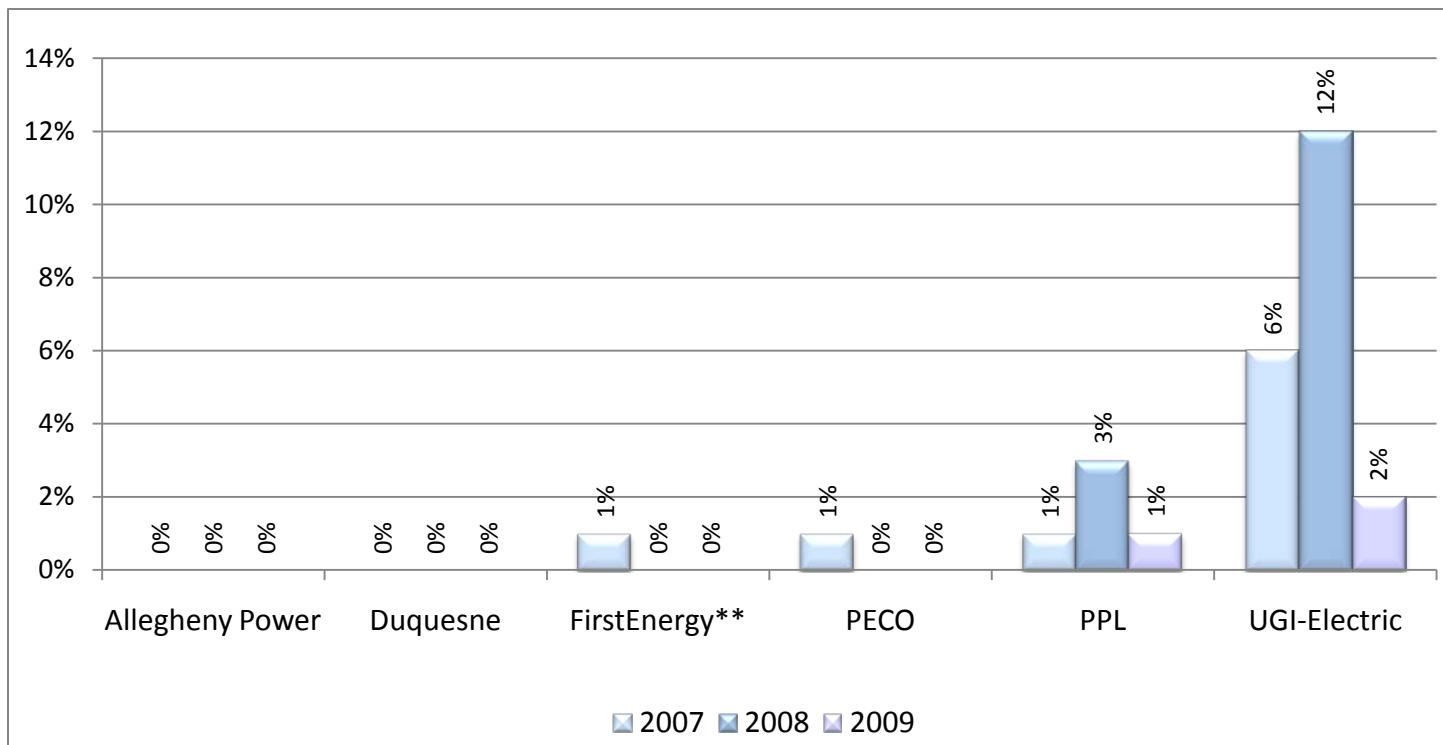
This report presents the EDC and NGDC statistics on telephone access in the following three charts:

- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

## **1. Busy-Out Rate**

The Commission's regulations at § 54.153(b)(1)(ii) require that the EDCs are to report to the Commission the average busy-out rate for each call center or business office, as well as a 12-month cumulative average for the company. Similarly, § 62.33(b)(1)(ii) requires the NGDCs to report the average busy-out rate. Each regulation defines busy-out rate as the number of calls to a call center that receive a busy signal divided by the total number of calls received at a call center. For example, a company with a 10 percent average busy-out rate means that 10 percent of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90 percent of the customer calls were received by the company. If the company has more than one call center, it is to supply the busy-out rates for each center, as well as a combined statistic for the company as a whole. The chart below presents the combined busy-out rate for each major EDC during 2007, 2008 and 2009. The second chart presents the combined busy-out rate for each major NGDC during 2007, 2008 and 2009.

**Electric Distribution Companies**  
**Busy-Out Rate\***  
**2007-09**

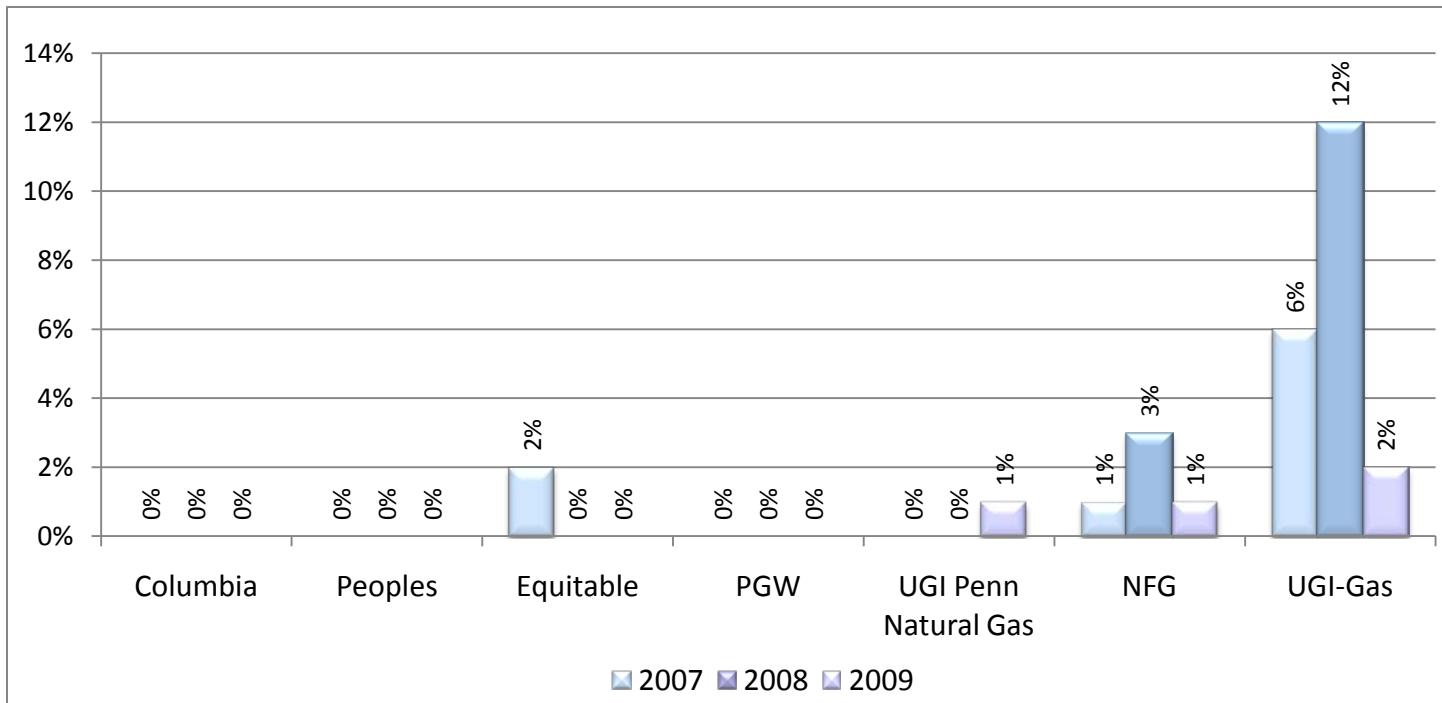


\*12-month average.

\*\*Met-Ed, Penelec and Penn Power use the same call center so these companies are combined under FirstEnergy.

All of the electric companies reported a 2009 busy-out rate that is better than or equal to the 2008 rate. The 2009 results show that UGI-Electric substantially improved in this measure reporting a busy-out rate lower than its previous low of 3 percent in 2002 and 2003. UGI-Electric explains that the improved busy-out rate can be attributed to a new phone system and to increased capacity provided by moving calls to 800 numbers.

**Natural Gas Distribution Companies**  
**Busy-Out Rate\***  
**2007-09**



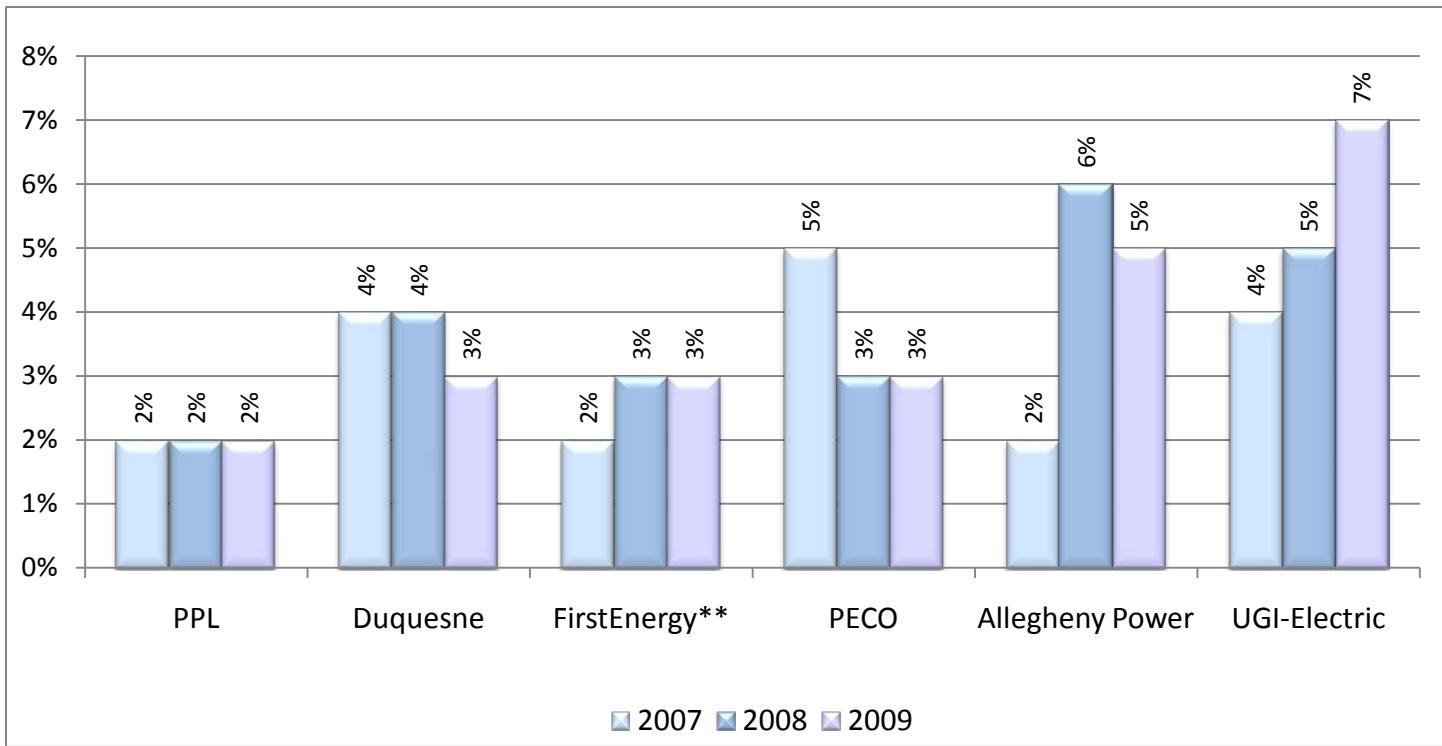
\*12-month average.

NFG and UGI-Gas both show an improved busy-out rate in 2009. Four of the gas companies maintained their busy-out rate from 2008 to 2009. UGI-Gas reports that it implemented a new phone system and also moved most customer calls to 800 numbers. As a result, the busy-out rate dropped to 2 percent.

## 2. Call Abandonment Rate

Consistent with the regulations, the EDCs and NGDCs are to report to the Commission the average call abandonment rate for each call center, business office, or both. The call abandonment rate is the number of calls to a company's call center that were abandoned divided by the total number of calls that the company received at its call center or business office (§ 54.152 and § 67.32). For example, an EDC with a 10 percent call abandonment rate means that 10 percent of the calls received were terminated by the customer prior to speaking to an EDC representative. As the time that customers spend "on hold" increases, they have a greater tendency to hang up, raising the call abandonment rates. If the EDC or NGDC has more than one call center, it is to supply the call abandonment rates for each center, as well as a combined statistic for the company as a whole. The next chart presents the combined call abandonment rate for each major EDC during 2007, 2008 and 2009.

**Electric Distribution Companies  
Call Abandonment Rate\***  
2007-09



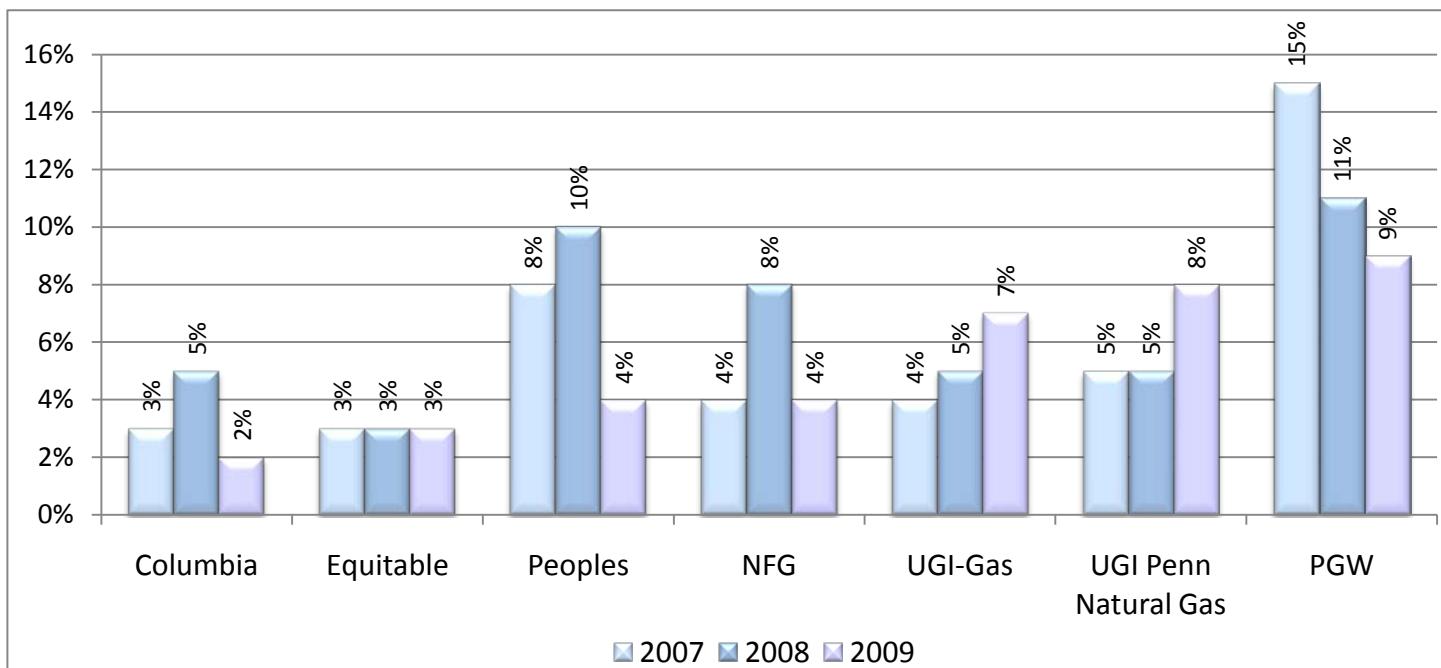
\*12-month average.

\*\*Met-Ed, Penelec and Penn Power use the same call center and so are combined under FirstEnergy.

Duquesne and Allegheny Power show an improved call abandonment rate from 2008 to 2009. The above statistics show that three EDCs maintained their call abandonment rate from 2008 to 2009. UGI-Electric's call abandonment rate increased; the company explains the increase was to be expected due to the drop in calls answered within 30 seconds.

The chart on the following page presents the 2008 call abandonment rates for the major NGDCs.

**Natural Gas Distribution Companies  
Call Abandonment Rate\***  
2007-09



\*12-month average.

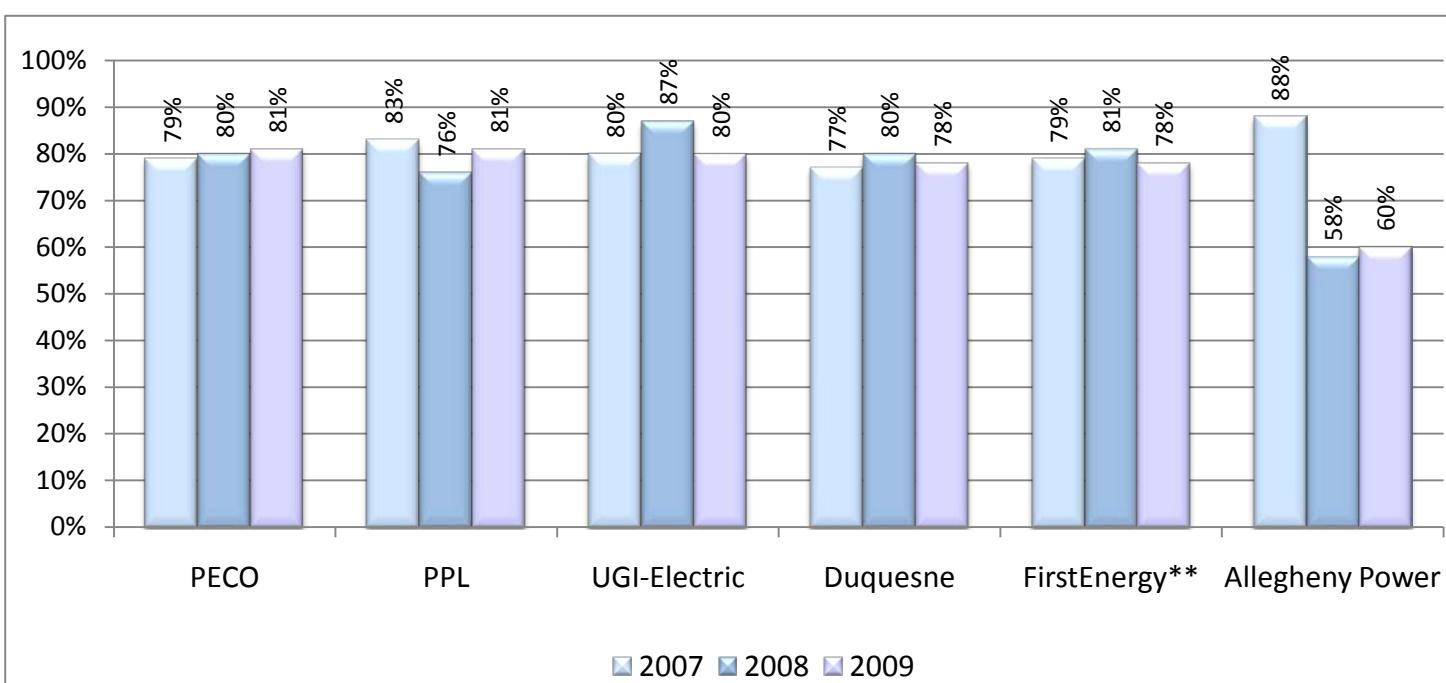
Four of the seven NGDCs, had a lower average call abandonment rate in 2009 than in 2008. Equitable maintained the abandonment rate it reported for 2008. NFG attributes its improvement in telephone answering statistics primarily to a 4.6 percent reduction in call volume. According to UGI, UGI Utilities-Gas Division and UGI Utilities-Electric Division have been working within the same call center for a number of years; during 2009, UGI-Penn Natural Gas was consolidated into the same call center and into the same customer information system. The company believes that the consolidation had a temporary negative impact on call center statistics. Columbia attributes its success at reducing its abandonment call rate to the overall improvement in the rate of calls answered by its call centers during 2009.

### 3. Percent of Calls Answered Within 30 Seconds

Pursuant to the quality of service reporting requirements at § 54.153(b) and § 62.33(b), each EDC and major NGDC is to “take measures necessary and keep sufficient records” to report the percent of calls answered within 30 seconds or less at the company’s call center. The section specifies that “answered” means a company representative is ready to render assistance to the caller.

An acknowledgement that the consumer is on the line does not constitute an answer. If a company operates more than one call center (a center for handling billing disputes and a separate one for making payment arrangements, for example), the company is to provide separate statistics for each call center and a statistic that combines performance for all the call centers. The first of the next two charts presents the combined percent of calls answered within 30 seconds for each of the major EDCs in Pennsylvania during 2007, 2008 and 2009, while the second chart presents the data for the major NGDCs during that time period.

**Electric Distribution Companies**  
**Percent of Calls Answered Within 30 Seconds\***  
**2007-09**



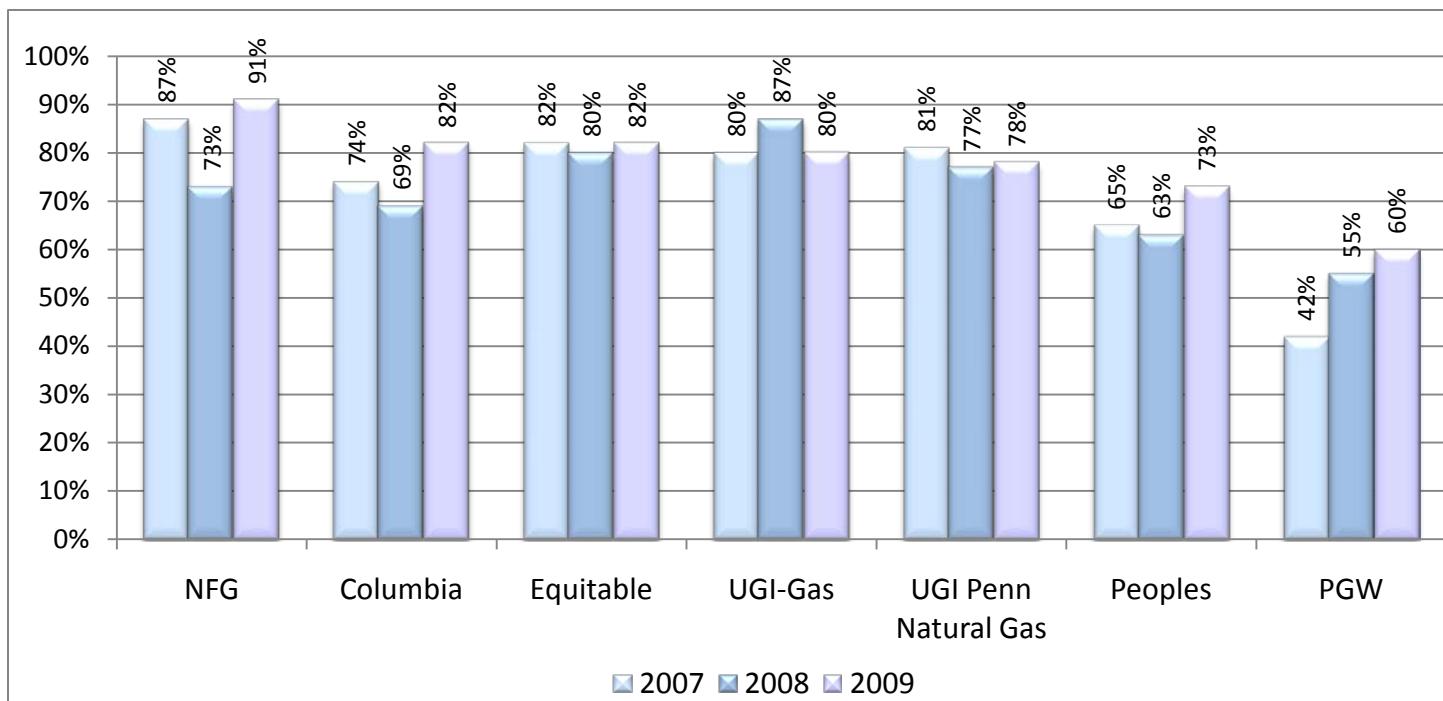
\*12-month average.

\*\*Met-Ed, Penelec and Penn Power use the same call center and so are combined under FirstEnergy.

The 2009 results show improved access for three of the electric companies. PPL Electric shows the greatest increase and attributes its improvement to “cross training telephone reps to handle residential collection calls and to increasing external support for taking calls during peak periods.” After plummeting dramatically from 88 percent in 2007 to 58 percent in 2008, Allegheny Power’s percent of calls answered within 30 seconds rose slightly to 60 percent in 2009. Allegheny Power explains that although overall call volume increased in 2009, “continued improvements in self-service capabilities of the Interactive Voice Response (IVR) driven by a tuning process helped to support the improvement.”

UGI-Electric explains its decline in this metric is due to a conversion process consolidating UGI Penn Natural Gas into the same call center that UGI Utilities has been using for both gas and electric customers for a number of years. “This had a temporary (negative) impact on calls answered within 30 seconds during our conversion process.” According to the company, all UGI Penn Natural and UGI Utilities employees were cross trained to handle all types of calls to “increase customer service by increasing first call resolution.” After reporting an improvement from 2007 to 2008, Duquesne reported a decline in call center access in 2009. Duquesne attributes this service level decrease to a higher than normal call volume in March and August, as well as to “less storm events in which many customers typically elect to self serve with the Company’s automated phone system which increases overall service level results.” FirstEnergy also reported a decline in percent of calls answered within 30 seconds. The company explains that the economic conditions in 2009 presented hardships and concerns for many customers, and consequently increased the handle time for billing and credit calls. “The agents spent more time educating and assisting customers with their inquiries.” FirstEnergy reported that it implemented a “Virtual Hold queue management system, which quotes estimated wait times and empowers the customer to decide whether they want to traditionally hold or accept a callback when an agent is available.”

**Natural Gas Distribution Companies**  
**Percent of Calls Answered Within 30 Seconds\***  
**2007-09**



\*12-month average.

The percent of calls answered within 30 seconds varies depending on call volume and the number of employees available to take calls. All but one of the gas companies reported improved rates in 2009. NFG attributes the improvement in telephone answering statistics primarily to a 4.6 percent reduction in call volume, as well as to assignment of additional staff to answer calls. The last time a company (gas or electric) reported over 90 percent of calls answered within 30 seconds was in 2002 when NFG reported 92 percent for this statistic.

PGW reports 60 percent of calls answered within 30 seconds in 2009, the highest rate since the company began reporting in 2004. PGW attributes this improvement to “reorganization of workforce, consistency in staffing levels and new performance standards.”

Columbia shows a marked improvement in its rate of calls answered within 30 seconds, from 69 percent to 82 percent. Columbia attributes this improvement to the increased staffing of its Universal Service lines, and a better overall performance of its primary call center and of its third party collections contractor. Columbia also reports that, during 2009, it improved its Interactive Voice Response Unit (IVRU) phone system with some new options and improved its web-based, self-serve applications with a variety of enhancements. According to the company, “these options have proven successful in reducing calls to our call center, while at the same time providing customers the opportunity to better manage their own gas accounts.”

## B. Billing

Pursuant to 66 Pa.C.S. § 1509 and Standards and Billing Practices for Residential Utility Service (§ 56.11), a utility is to render a bill once every billing period to all customers. The customer bill is often the only communication between the company and its customer, thus underscoring the need to produce and send this fundamental statement to customers at regular intervals. When a customer does not receive a bill each month, it frequently generates consumer complaints to the company and sometimes to the Commission. The failure of a company to render a bill once every billing period also adversely affects collections performance.

### 1. Number and Percent of Residential Bills Not Rendered Once Every Billing Period

Pursuant to § 54.153(b)(2)(i) and § 62.33(b)(2)(i), the EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render pursuant to § 56.11. The following tables present the average monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2007, 2008 and 2009.

**Electric Distribution Companies**  
**Number and Percent\* of Residential Bills**  
**Not Rendered Once Every Billing Period**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	32	.01%	25	.00%	16	.00%
Duquesne Light	0	0%	0	0%	1	.00%
Met-Ed	19	.00%	9	.00%	23	.00%
PECO	204	.01%	83	.00%	20	.00%
Penelec	20	.00%	28	.01%	32	.00%
Penn Power	11	.01%	5	.00%	6	.00%
PPL	43	.00%	78	.01%	60	.01%
UGI-Electric	3	.01%	2	.01%	2	.00%

\*12-month average.

Three of the electric companies show an improvement in this average from 2008 to 2009. Four show a higher number of bills not rendered. PECO's average of 20 residential bills not rendered once every billing period represents an improvement from 2008 to 2009. Met-Ed points out that there was a slight increase in its unbilled accounts in 2009 compared to 2008. The increase, it says, was the result of adverse weather conditions delaying the completion of orders to read meters for customers moving in or out of a residence.

**Natural Gas Distribution Companies**  
**Number and Percent\* of Residential Bills**  
**Not Rendered Once Every Billing Period**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Columbia**	38	.00%	4	.00%	2	.00%
Peoples	64	.02%	26	.01%	12	.00%
Equitable	27	.01%	25	.01%	13	.00%
NFG	15	.01%	10	.02%	10	.01%
PGW	107	.00%	101	.00%	93	.00%
UGI-Gas	60	.02%	10	.00%	0	0%
UGI Penn Natural Gas	0	0%	46	.00%	2	.00%

\*12-month average.

\*\*Columbia's numbers for 2007 and 2008 are different from previous reports because of an averaging error that was identified when analyzing the data for 2009.

All but one of the gas companies show a decrease in the average number of bills not rendered. NFG reports the same number for 2008 and 2009. The percentage change is due to a change in the residential customer base.

## 2. Number and Percent of Bills to Small Business Customers Not Rendered Once Every Billing Period

Both the EDC and the NGDC quality of service reporting requirements require that companies report the number and percent of small business bills the companies failed to render in accordance with 66 Pa.C.S. § 1509. The reporting requirements at 52 Pa. Code § 54.152 (relating to definitions) define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, industrial or business rate classification. In addition, the maximum registered peak load for the small business customer must be less than 25 kilowatt hours within the last 12 months. Meanwhile, the NGDC reporting requirements at 52 Pa. Code § 62.32 (relating to definitions) define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300,000 cubic feet (mcf). The tables on the following page show the average number and percent of small business customers the major EDCs and NGDCs did not bill according to statute.

**Electric Distribution Companies**  
**Number and Percent\* of Bills to Small Business**  
**Customers Not Rendered Once Every Billing Period**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	18	.02%	19	.02%	11	.01%
Duquesne Light	0	0%	0	0%	0	0%
Met-Ed	10	.02%	7	.01%	11	.00%
PECO	71	.05%	43	.03%	6	.00%
Penelec	11	.01%	7	.01%	13	.00%
Penn Power	4	.02%	2	.01%	3	.00%
PPL	32	.02%	59	.03%	34	.02%
UGI-Electric**	1	.01%	1	.01%	0	.00%

\*12-month average.

\*\*UGI-Electric's numbers for 2007 and 2008 are different from previous reports because of an averaging error that was identified when analyzing the data for 2009.

Four of the electric companies reported an improvement in this performance metric from 2008 to 2009. Duquesne maintained the average reported the previous year. Three companies, Met-Ed, Penelec and Penn Power, reported a higher average number of bills not rendered to small business customers in 2009 than in 2008.

**Natural Gas Distribution Companies**  
**Number and Percent\* of Bills to Small Business**  
**Customers Not Rendered Once/Billing Period**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Columbia**	1	.00%	0	.00%	0	.00%
Peoples	7	.03%	3	.02%	2	.01%
Equitable	3	.02%	4	.03%	1	.01%
NFG	1	.02%	0	.00%	1	.00%
PGW	141	7.36%	4	.19%	3	.16%
UGI-Gas	7	.03%	1	.01%	0	.00%
UGI Penn Natural Gas	0	0%	0	0%	1	.00%

\*12-month average.

\*\*Columbia's numbers for 2007 and 2008 are different from previous reports because of an averaging error that was identified when analyzing the data for 2009.

Four of the seven gas companies reported an improved average in the number of bills not rendered to small business customers. NFG and UGI Penn Natural Gas reported a slightly higher average from 2008 to 2009. The average reported by Columbia did not change.

## C. Meter Reading

Regular meter reading is important in order to produce accurate bills for customers who expect to receive bills based on the amount of service they have used. The Commission's experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. In both of the Final Rulemaking Orders establishing Reporting Requirements for Quality of Service Benchmarks and Standards [L-00000147 and L-970131], the Commission stated its concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might, under competition, reduce the level of service. The quality of service reporting requirements include three measures of meter-reading performance that correspond with the meter-reading requirements of the Chapter 56 regulations at § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).

### 1. Number and Percent of Residential Meters Not Read By Company or Customer in Six Months

Pursuant to § 56.12(4)(ii), a utility may estimate the bill of a residential ratepayer if utility personnel are unable to gain access to obtain an actual meter reading. However, at least every six months, the utility must obtain an actual meter reading or ratepayer supplied reading to verify the accuracy of prior estimated bills. The quality of service reporting requirements at § 54.153(b)(3)(i) require EDCs to report the number and percent of residential meters the company has not read in accordance with § 56.12(4)(ii). The results are compiled in the next table.

**Electric Distribution Companies**  
**Number and Percent\* of Residential Meters Not Read**  
**by Company or Customer in Six Months**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	32	.01%	111	.02%	90	.01%
Duquesne Light	2	.00%	2	.00%	2	.00%
Met-Ed	287	.06%	392	.08%	464	.10%
PECO	817	.06%	639	.04%	443	.03%
Penelec	243	.05%	287	.06%	316	.06%
Penn Power	42	.03%	29	.02%	72	.05%
PPL	21	.00%	20	.00%	32	.00%
UGI-Electric	0	.00%	8	.02%	0	0%

\*12-month average.

Three of the eight electric companies, Allegheny Power, PECO, and UGI-Electric, show improvement in this measure. Penn Power, Met-Ed, Penelec and PPL show an increase in the number of residential meters not read by the company or customer in six months.

**Natural Gas Distribution Companies**  
**Number and Percent\* of Residential Meters Not Read**  
**by Company or Customer in Six Months**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Columbia	891	.23%	763	.20%	607	.16%
Peoples	962	.29%	850	.26%	703	.22%
Equitable	213	.09%	88	.04%	82	.04%
NFG	713	.36%	767	.39%	389	.20%
PECO (Gas)	189	.04%	285	.06%	139	.03%
PGW	477	.10%	286	.06%	257	.06%
UGI-Gas	1,435	.42%	111	.03%	33	.01%
UGI Penn Natural Gas	0	0%	0	0%	30	.02%

\*12-month average.

The Reporting Requirements for Quality of Service Benchmarks and Standards at § 62.33(b)(3)(i) require the major NGDCs to report the number and percent of residential meters for which the company has failed to obtain an actual or ratepayer supplied meter reading within the past six months as required under § 56.12(4)(ii). The table above presents the data that the companies reported for 2007, 2008 and 2009.

Of the reporting companies, NFG show the most improvement in this measure. The number of residential meters not read as required by 56.12(4)(ii) was 389 in 2009 compared to 767 in 2008. NFG attributes this improvement in meter reading statistics to “a concerted effort to improve performance in this area ... accomplished by automating the non-read process in August 2008, and assigning more field personnel to non-reads.” The company also points out that there was previously a flaw in the reporting system that had overstated the number of meters not read.” NFG reports that the flaw has since been corrected. PGW reports that the number of residential meters not read in six and 12 months has decreased due to additional AMR (Automatic Meter Reading) exchanges and installations.

## 2. Number and Percent of Residential Meters Not Read In 12 Months

Pursuant to § 56.12(4)(iii), a company may estimate the bill of a residential ratepayer if company personnel are unable to gain access to obtain an actual meter reading. However, at least once every 12 months, the company must obtain an actual meter reading to verify the accuracy of either the estimated or ratepayer supplied readings. The Reporting Requirements for Quality of Service Benchmarks and Standards at § 54.153(b)(3)(ii) require the EDCs to report the number and percent of residential meters for which they failed to meet the requirements of this section. The following table presents the statistics the EDCs submitted to the Commission for this measure.

**Electric Distribution Companies  
Number and Percent\* of Residential Meters  
Not Read in 12 Months**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	0	0%	3	.00%	1	.00%
Duquesne	1	.00%	0	0%	0	0%
Met-Ed	65	.01%	77	.02%	106	.02%
PECO	235	.02%	117	.01%	86	.01%
Penelec	47	.01%	35	.01%	22	.01%
Penn Power	14	.01%	5	.00%	9	.01%
PPL	0	0%	0	0%	0	0%
UGI-Electric	0	0%	0	0%	0	0%

\*12-month average.

Three of the electric companies improved in this measure, three remained the same, and two reported a greater number of meters not read according to the requirements of this section. PECO reduced its number of meters not read within 12 months by 26 percent, from 117 in 2008 to 86 in 2009. The company explains that this improvement is a result of enforcing the notice process for hard to access meters in addition to proactive customer contact strategies allowing for increased access to metering equipment.

**Natural Gas Distribution Companies**  
**Number and Percent\* of Residential Meters**  
**Not Read in 12 Months**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Columbia	242	.06%	244	.06%	210	.05%
Peoples	119	.04%	103	.03%	96	.03%
Equitable	53	.02%	34	.01%	28	.01%
NFG	716	.37%	836	.43%	73	.04%
PECO (Gas)	54	.01%	66	.02%	36	.01%
PGW	133	.00%	95	.00%	71	.00%
UGI-Gas	318	.09%	41	.01%	3	.00%
UGI Penn Natural Gas	0	0%	0	0%	7	.00%

\*12-month average.

For the NGDCs, the quality of service reporting requirements at § 62.33(b)(3)(ii) require the major NGDCs to report the number and percent of residential meters for which the company failed to obtain an actual meter reading within the past 12 months. This is the third year that the report presents PECO's natural gas meter reading data separately from its electric meter reading data.

All but one of the natural gas companies show improvement in the number of meters not read within 12 months. NFG's performance in this measure shows significant improvement. As with the previous measure, residential meters not read in six months, the company attributes this improvement to a concerted effort to improve performance in this area. According to the company, this was "accomplished by automating the non-read process in August 2008, and assigning more field personnel to non-reads." The company also points out that there was a flaw in the reporting system that had overstated the number of meters not read. This has since been corrected.

### **3. Number and Percent of Residential Remote Meters Not Read in Five Years**

Pursuant to §56.12(5)(i), a utility may render a bill on the basis of readings from a remote reading device. However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Under the quality of service reporting requirements at § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii), each EDC and major NGDC must report to the Commission the number and percent of residential remote meters for which it failed to obtain an actual meter reading under the timeframe described in Chapter 56. The following tables show the data as reported by the major companies. However, the accuracy of the data in the tables regarding remote reading devices cannot be verified. Although the Commission has defined remote meter reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices.

**Electric Distribution Companies**  
**Number and Percent\* of Residential Remote Meters**  
**Not Read in Five Years**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Met-Ed	0	0%	0	0%	0	0%
Penelec	0	0%	0	0%	0	0%
UGI-Electric	0	0%	0	0%	0	0%
Allegheny Power**	NA	NA	18	78%	0	0%
PECO***	NA	NA	NA	NA	NA	NA
Penn Power***	NA	NA	NA	NA	NA	NA
PPL***	NA	NA	NA	NA	NA	NA

\*12-month average.

\*\*Only began installing remote meter reading capabilities in 2003 on PA residential accounts.

\*\*\*No remotely read meters.

With Allegheny Power reporting improved statistics in this measure for 2009, the number of remote meters not read within five years as required by § 56.12(5)(i) was zero for each of the five companies with remote meter reading capabilities.

**Natural Gas Distribution Companies**  
**Number and Percent\* of Residential Remote Meters**  
**Not Read in Five Years**

Company	2007		2008		2009	
	Number	Percent	Number	Percent	Number	Percent
Peoples	0	0%	0	0%	0	0%
PGW	0	0%	0	0%	0	0%
UGI-Gas	53	.96%	2	1.5%	0	0%
NFG	2	.12%	3	.2%	6	.48%
Columbia**	NA	NA	NA	NA	NA	NA
Equitable**	NA	NA	NA	NA	NA	NA
PECO (Gas) **	NA	NA	NA	NA	NA	NA
UGI Penn Natural Gas**	NA	NA	NA	NA	NA	NA

\*12-month average.

\*\*No remotely read meters.

Only one of the Natural Gas Distribution Companies reported residential remote meters not read in 2009 as required by § 56.12(5)(i). NFG points out that the average number of residential remote meters not read as required by § 56.12(5)(i) was six in 2009 compared to three in 2008. The company says the increase was due to 11 accounts in this category at the start of the year. NFG explains that it resolved those, and by December 2009 there were two accounts in this category.

UGI-Gas shows an improvement, bringing the number of residential remote meters not read in five years as required to zero.

## D. Response to Disputes

When a ratepayer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute pursuant to § 56.151(5). A complaint or dispute filed with a company is not necessarily a negative indicator of service quality. However, a company's failure to promptly respond to the customer's complaint may be an indication of poor service. Further, to respond beyond the 30-day limit is an infraction of § 56.151(5) and a cause of complaints to the Commission.

## **1. Number of Residential Disputes that Did Not Receive a Response within 30 Days**

The Reporting Requirements for Quality of Service Benchmarks and Standards at § 54.153(b)(4) and § 62.33(b)(4) require each EDC and major NGDC to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days as required under the Chapter 56 regulations. The following two tables present this information as reported by the companies.

**Electric Distribution Companies  
Number of Residential Disputes That Did Not  
Receive a Response Within 30 Days**

Company	2007	2008	2009
Allegheny Power	18	15	15
Duquesne	137	27	12
Met-Ed	0	2	2
PECO	139	35	0
Penelec	1	2	1
Penn Power	0	2	1
PPL	96	145	72
UGI-Electric	0	0	4

Five of the eight EDCs reported a decrease from 2008 to 2009 in the number of disputes not responded to within 30 days. Two reported the same number as last year and only one company, UGI-Electric, reported an increase in disputes not responded to within 30 days.

PPL attributes the 50 percent decrease in the number of disputes not provided a utility report to “process improvements in the handling of high-bill complaints.”

PECO is the only company that reported zero disputes not answered within 30 days in 2009. Duquesne attributes its continued improvement in this metric to continued commitment to “process improvement and automation changes made in 2008.”

**Natural Gas Distribution Companies**  
**Number of Residential Disputes That Did Not**  
**Receive a Response Within 30 Days**

Company	2007	2008	2009
Columbia	36	38	46
Peoples	2,229	28	41
Equitable	1	0	0
NFG	8	17	4
PGW	323	2,085	7,540
UGI-Gas	0	0	9
UGI Penn Natural Gas	0	0	2

Five of the seven NGDCs reported more disputes not responded to within 30 days in 2009 than in 2008. One company, PGW, reported considerably more. NFG is the only company that reported fewer disputes not responded to within 30 days.

PGW states that the number of disputes with a response beyond 30 days increased from the previous year due to a significant increase in the number of high bill inquiries escalated via PGW's dispute process. According to PGW, the increase was particularly drastic in the earlier part of the year due to the implementation of the "Late Payer Deposit Program" in December 2008. The individual statistics reported by PGW bear this explanation out. Seventy-five percent (5,669) of the total number of disputes not answered within 30 days are in the first quarter of 2009, with less than 1 percent (5 disputes) occurring in the last quarter.

## **II. Customer Transaction Survey Results**

In conformance with the Reporting Requirements for Quality of Service Benchmarks and Standards at § 54.154 for the EDCs and § 62.34 for the major NGDCs, the companies are to report to the Commission the results of telephone transaction surveys of customers who have had interactions with the company.

The purpose of the transaction surveys is to assess the customer's perception regarding this recent interaction. The regulations specify that the survey questions are to measure access to the company, employee courtesy, employee knowledge, promptness of the EDC or NGDC response or visit, timeliness of the company response or visit, and satisfaction with the handling of the interaction.

The EDCs and NGDCs must carry out the transaction survey process using survey questionnaires and procedures that provide the Commission with uniform data to directly compare customer service performance among EDCs and NGDCs in Pennsylvania. A survey working group composed of EDC representatives and Commission staff designed the EDC survey questionnaire and survey procedures in 1999. The first surveys of EDC customers were conducted in 2000. In 2001, the NGDCs formed a survey working group to design the survey questionnaire and survey procedures. The NGDCs agreed to use the same basic survey as the EDCs with similar procedures. The survey of NGDC customers was conducted for the first time in 2002.

Both working groups decided that the focus of the surveys should be on residential and small business customers who have recently contacted their company. The working groups agreed that industrial customers and large commercial customers should not be included in the survey since these large customers have specific representatives within their respective companies with whom they discuss any problems, concerns and issues, and thus should be excluded from the survey. For both the EDCs and the NGDCs, the survey sample also excludes all transactions that result from company outbound calling programs or other correspondence. However, transactions with consumers who use a company's automated telephone system exclusively, as well as those who contact their company by personal visit, are eligible to be surveyed.

This is the sixth year that all of the major EDCs and NGDCs used a common survey company. This report also presents PGW survey data for the sixth year.

Each month, the EDCs and NGDCs randomly select a sample of transaction records for consumers who have contacted them within the past 30 days. The companies transmit the sample lists to the research firm. The research firm randomly selects individual consumers from the sample lists. The survey firm contacts individual consumers in the samples until it meets a monthly quota of completed surveys for each company.

Each year, the survey firm completes approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95 percent probability the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers, who had contacted their EDC or NGDC, had been surveyed. Thus, the sampling plan meets the requirements of § 54.154(5) and § 62.34(5) that specify that the survey results must be statistically valid within plus or minus 5 percent.

Survey working group members from both industries agreed the 700 completed surveys should include 200 contacts about credit and collection issues, and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection contacts are from customers who need to make payment arrangements, customers who received termination notices or had service terminated, those who are requested to pay security deposits, and others with bill payment problems. Consumer contacts about other issues include calls about billing questions and disputes, installation of service requests, metering problems, outage reporting, questions about choosing an alternative supplier, and a variety of other reasons.

This report summarizes the 2007-09 EDC survey data and the 2007-09 NGDC survey data into the charts and tables that appear later in this chapter and in the appendices. For the EDCs, the chapter presents the results from the 2009 surveys while Appendix A presents a comparison of results from the past three years. Appendix A also includes additional details of the EDC survey results. Appendix B presents a comparison of the NGDC survey results from the past three years. Both Appendix A and B provide information about the number and type of consumers who participated in the 2009 surveys, as well as the average number of residential customers each EDC and NGDC serve. In all charts and tables related to the surveys, “don’t know” and “refused” responses to survey questions were removed from the analysis.

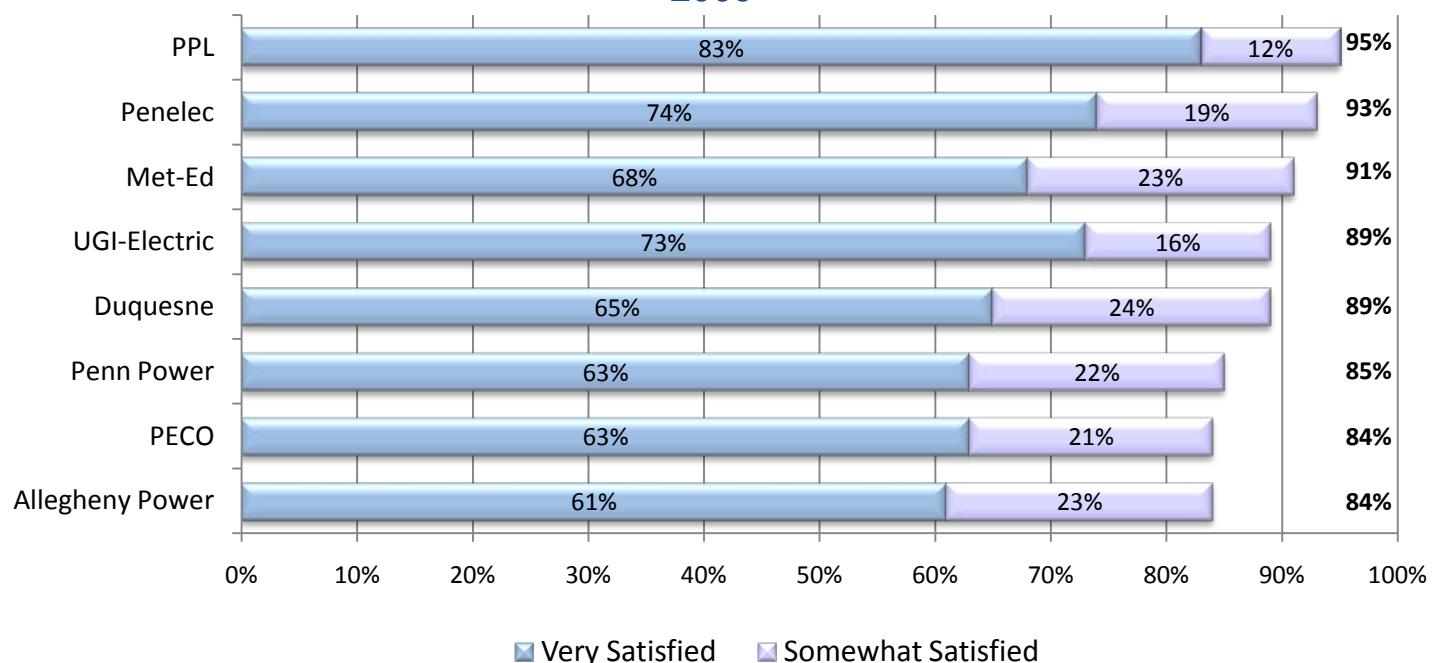
## Treatment of Equitable Gas

Due to a sampling error, Equitable’s 2009 survey data varies from standard protocols and is inconsistent with past years’ data and with other companies’ data for 2009 and, as such, is problematic. Case selection and sampling need to be sufficiently uniform to ensure that the Commission can directly compare customer service performance among the utilities. Because of a modification that Equitable made to its call center data codes, the extract program did not select a large percentage of the contacts for the sample. Only the more complex transactions were targeted for sampling, negatively skewing the results. Each month in 2009, the sample lists that Equitable transmitted to the research firm for further sampling represented only 5 percent of the transactions normally selected. The problem has been corrected, but all of the 2009 survey data for Equitable was impacted by the error. Please keep this in mind when viewing the NGDC survey tables on the following pages, as well as in Appendix B.

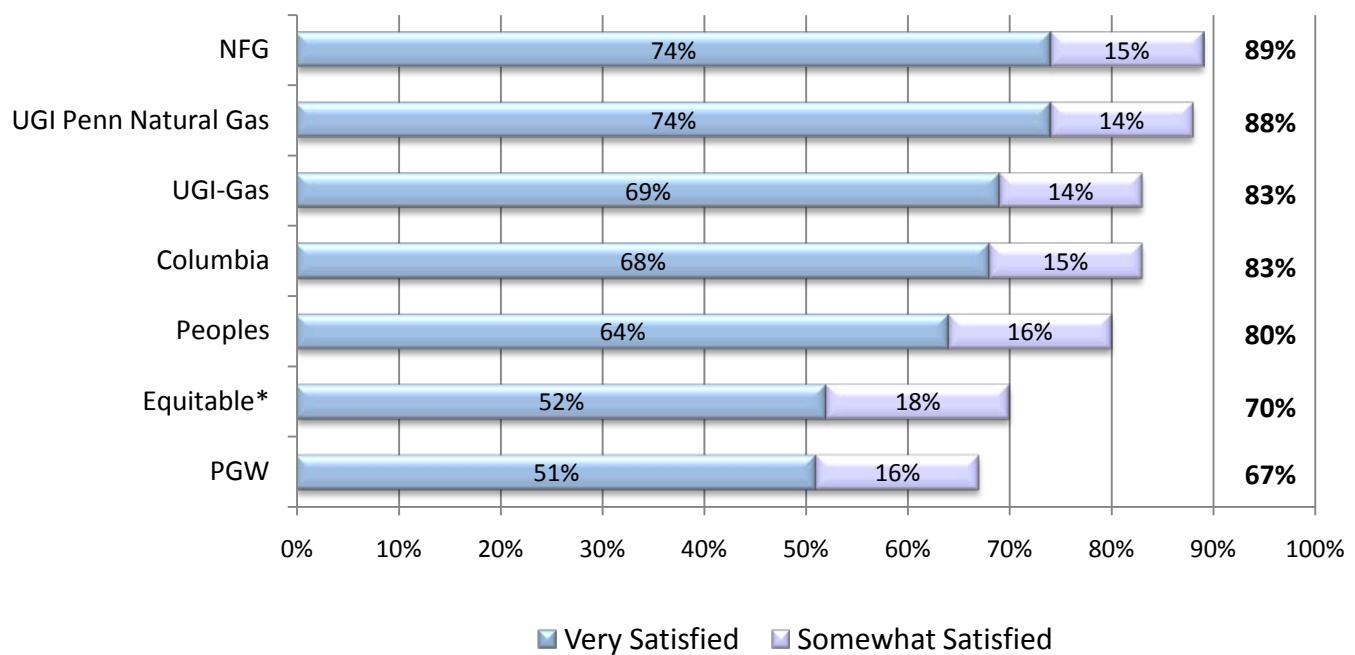
## A. Reaching the Company

One of the first survey questions in each of the surveys asks the consumer “How satisfied were you with the ease of reaching the EDC or the NGDC?” The bar charts that follow present the percent of consumers who indicated satisfaction with the initial stage of their contact with the company. The Commission believes a company should offer reasonable telephone access to its customers. Customers must be able to readily contact their company with questions, complaints and requests for service, and to report service outages and other service problems. For 2009, the average of the percentages of EDC customers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 89 percent. Survey results from the 2008 and 2007 surveys are available in Appendix A, Table 1. For NGDCs, the average of the percentages of NGDC consumers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 80 percent. The NGDC survey results from the 2008 and 2007 surveys are available in Appendix B, Table 1.

## Satisfaction with the Ease of Reaching the Electric Distribution Company 2009



## Satisfaction with the Ease of Reaching the Natural Gas Distribution Company 2009

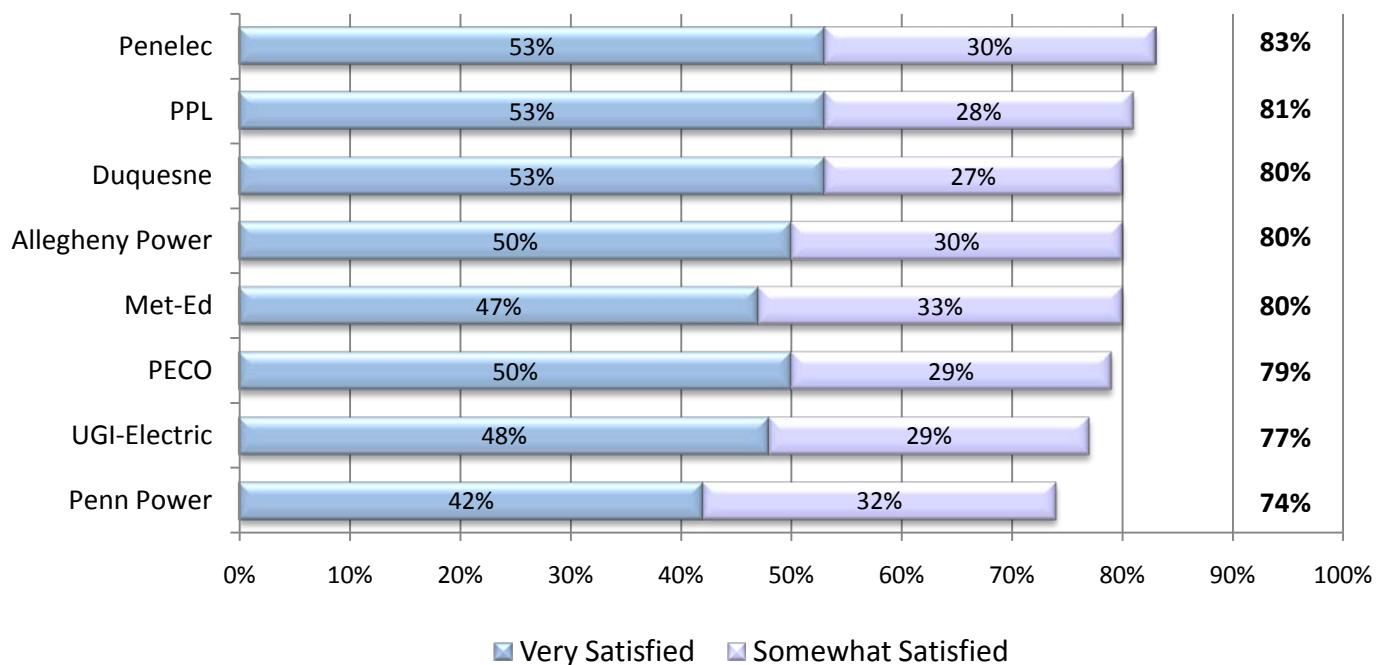


\*See explanation on Page 24.

## B. Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and all but one of the NGDCs use an automated telephone system to filter calls, and save time and money when dealing with consumer calls (NFG is the one company that does not use an automated telephone system at its call center). The surveys ask consumers several questions about their experience with using the automated systems. The charts that follow present the level of satisfaction consumers expressed about using the EDCs' or NGDCs' automated telephone systems.

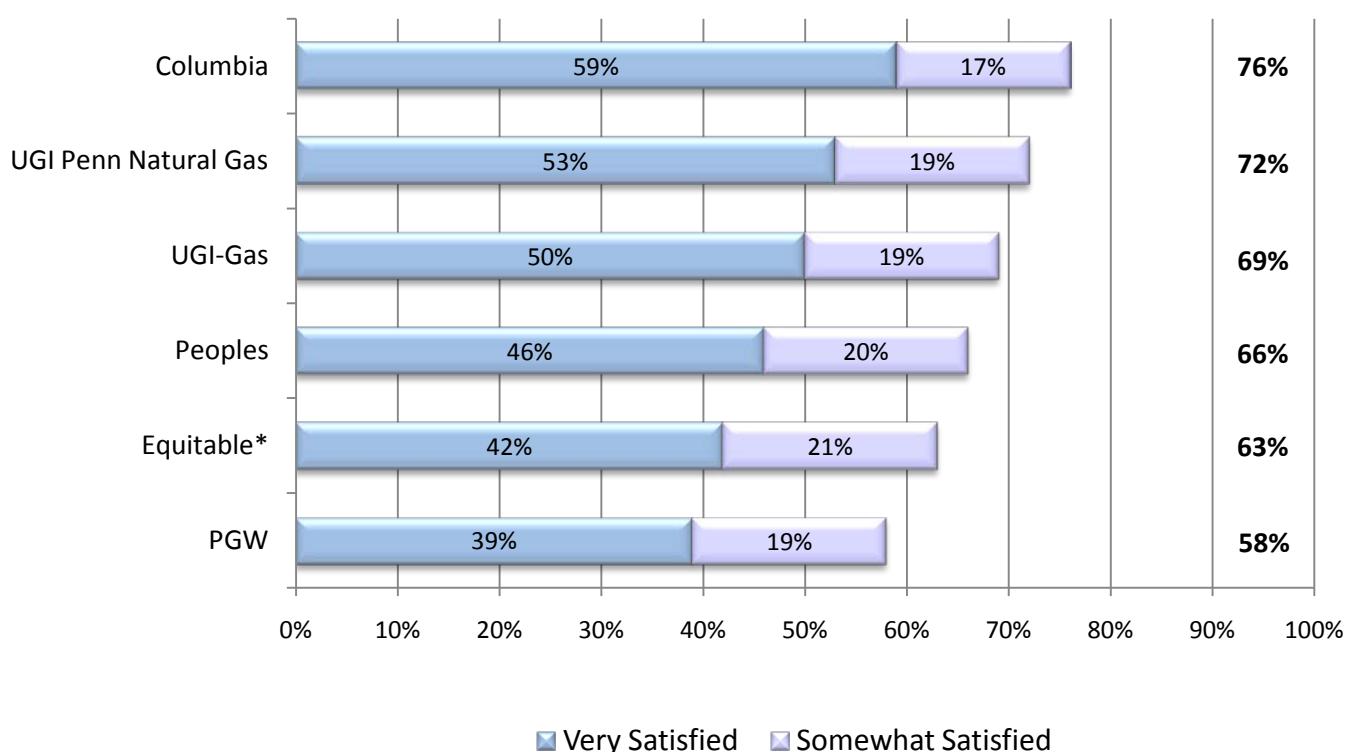
Satisfaction with Using an Electric Distribution Company's  
Automated Phone System  
2009



On average, 79 percent of EDC consumers reported being either very satisfied or somewhat satisfied with the EDCs' automated phone system. Appendix A, Table 3, presents other details of how consumers perceive using an EDC's automated phone systems.

The following chart presents the survey findings regarding the perceptions of NGDC consumers regarding the NGDC telephone systems. It shows that, for the major NGDCs, 67 percent of NGDC consumers reported satisfaction with using the automated systems. NFG does not use an automated phone system to route consumer calls so is not included in the chart. Appendix B, Table 3, presents other details of how customers perceive using an NGDC's automated phone system.

## Satisfaction with Using a Natural Gas Distribution Company's Automated Phone System 2009

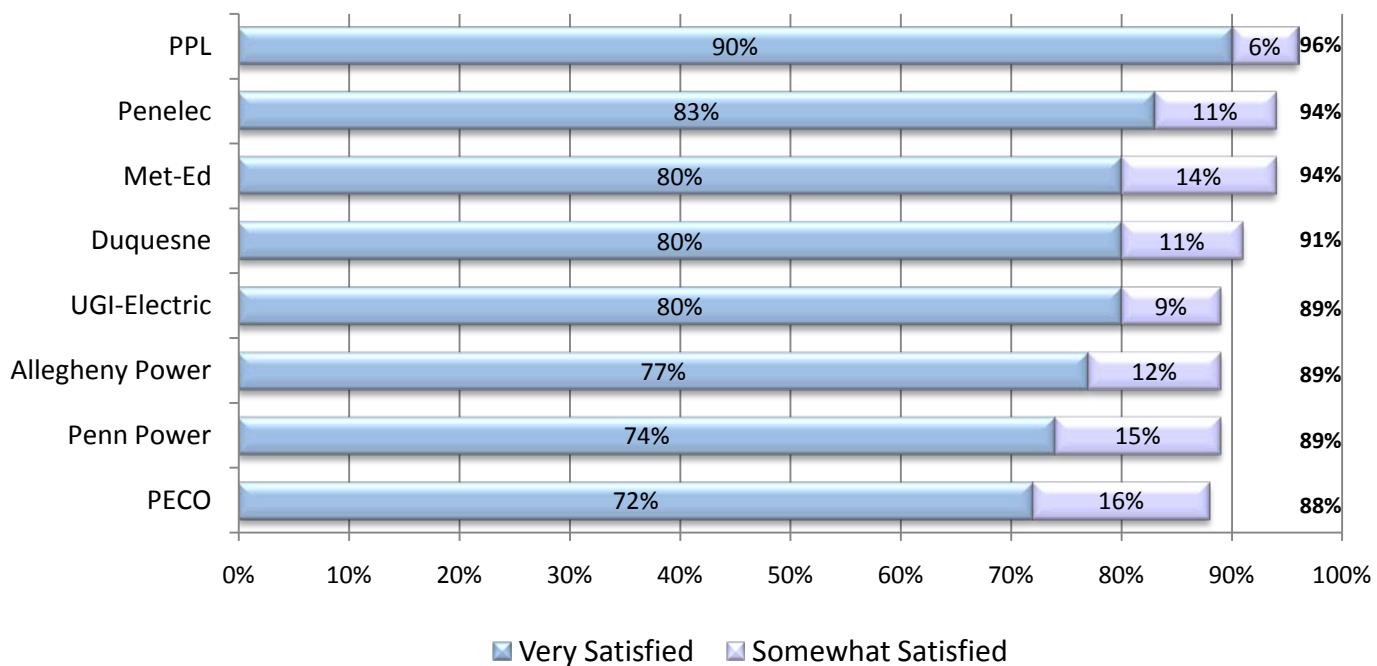


\*See explanation on Page 24.

### C. Company Representatives

As indicated in Appendix A, Table 6, an average of 86 percent of surveyed EDC customers indicated that they had spoken with a company representative during their most recent interaction with the company. Appendix B, Table 6, shows, on average, 95 percent of NDGC consumers indicated they spoke with an NDGC representative during the most recent interaction they had with the company. Each consumer who indicated that they had spoken with a company representative was asked the following question: "Thinking about your conversation, how satisfied were you with the way in which the company representative handled your contact?" The following tables show the consumers' level of satisfaction with this interaction.

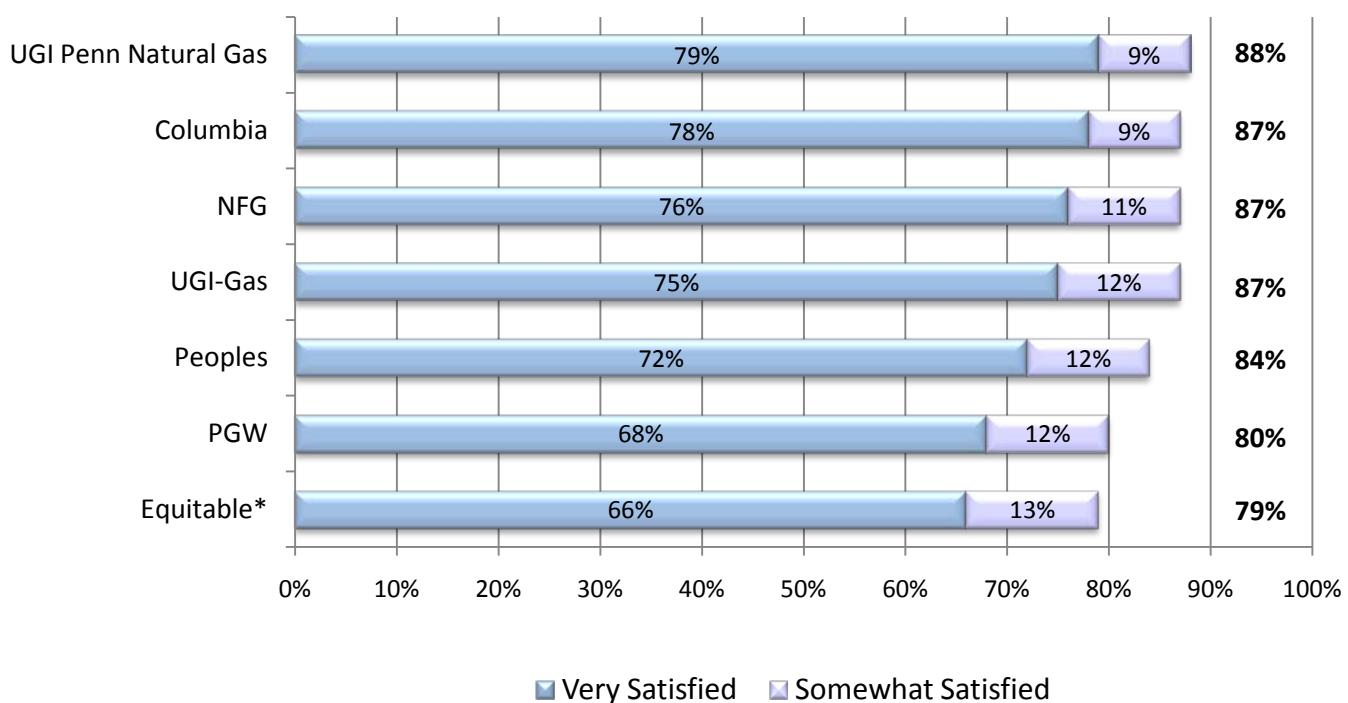
**Satisfaction with the Electric Distribution Company Representative's Handling of the Contact  
2009**



On average in 2009, 91 percent of EDC consumers indicated being either “somewhat satisfied” or “very satisfied” with the way the company representative handled the consumer contact. Appendix A, Table 1B, provides results from 2007 through 2009 regarding consumer satisfaction with how EDC representatives handled the contact to the EDC.

The following chart shows that in 2009, on average, 85 percent of NGDC consumers indicated they were either “somewhat satisfied” or “very satisfied” with the way the company representative handled the interaction. Appendix B, Table 1B, provides results from 2007 through 2009 regarding consumer satisfaction with how NGDC representatives handled the contact to the NGDC.

**Satisfaction with the Natural Gas Distribution Company Representative's Handling of the Contact  
2009**



\*See explanation on Page 24.

A consumer's overall rating of satisfaction with the company representative's handling of the contact may be influenced by several factors, including the courtesy and knowledge of the representatives. The reporting requirements specify the transaction survey questionnaire must measure consumers' perceptions of employee courtesy and knowledge. The following tables show the EDC and NGDC consumers' 2009 ratings of these attributes of the company representatives with whom they interacted. Appendix A, Table 4, provides a comparison of 2007, 2008 and 2009 ratings of EDC representatives. Appendix B, Table 4, provides a comparison of 2007, 2008 and 2009 ratings of NGDC representatives.

**Consumer Ratings of  
Electric Distribution Company Representatives  
2009**

Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Allegheny Power	8%	87%	12%	83%
Duquesne	8%	87%	14%	81%
Met-Ed	7%	91%	13%	83%
PECO	11%	82%	16%	76%
Penelec	6%	91%	14%	83%
Penn Power	9%	86%	17%	75%
PPL	3%	95%	8%	88%
UGI-Electric	7%	86%	9%	83%
<b>Average</b>	<b>7%</b>	<b>88%</b>	<b>13%</b>	<b>81%</b>

On average, 95 percent of consumers indicated the company person they spoke with was either “very courteous” or “somewhat courteous” with the majority indicating the representative was “very courteous.” An average of 94 percent rated the company representative as “very knowledgeable” or “somewhat knowledgeable.” The majority gave a “very knowledgeable” rating.

**Consumer Ratings of  
Natural Gas Distribution Company Representatives  
2009**

Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Columbia	7%	87%	10%	82%
Peoples	9%	82%	13%	75%
Equitable*	11%	75%	14%	66%
NFG	9%	82%	12%	79%
PGW	13%	72%	14%	71%
UGI-Gas	10%	81%	12%	78%
UGI Penn Natural Gas	6%	87%	9%	82%
<b>Average</b>	<b>9%</b>	<b>81%</b>	<b>12%</b>	<b>76%</b>

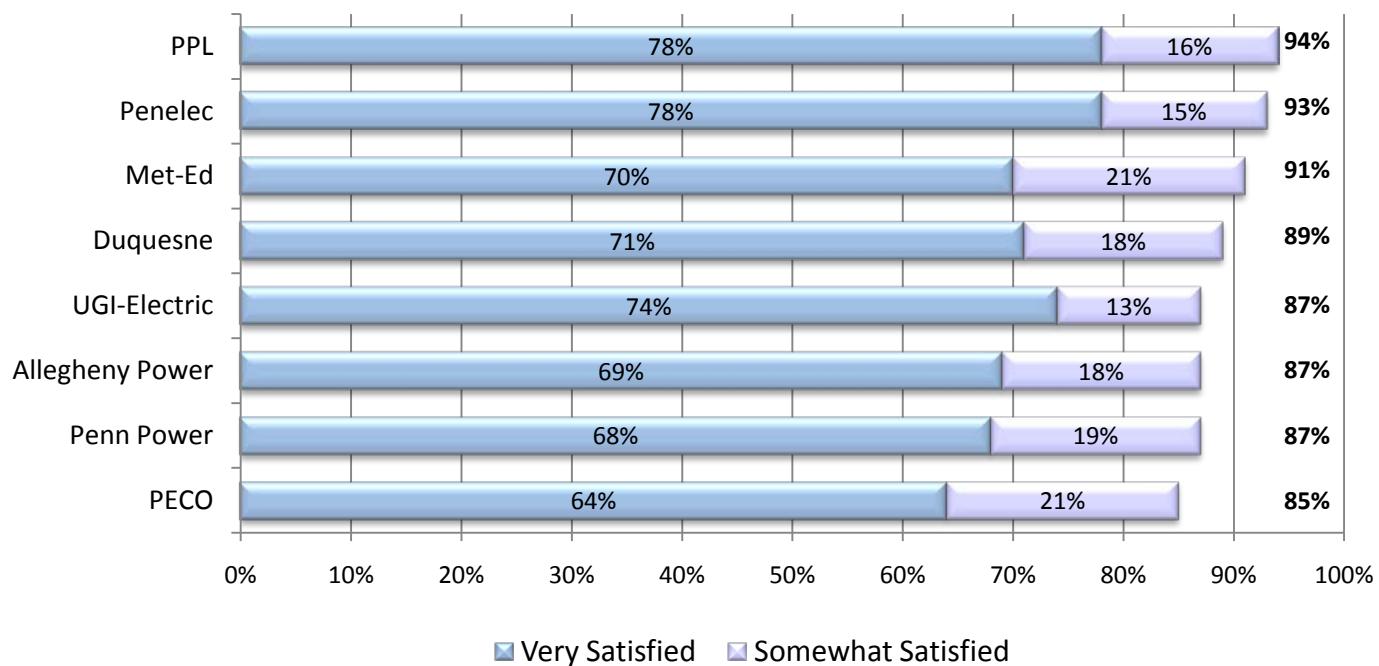
\*See explanation on Page 24.

On average, 90 percent of consumers rated NGDC representatives as either “very courteous” or “somewhat courteous.” In addition, 88 percent of NGDC consumers rated company representatives as either “very knowledgeable” or “somewhat knowledgeable.”

## D. Overall Satisfaction

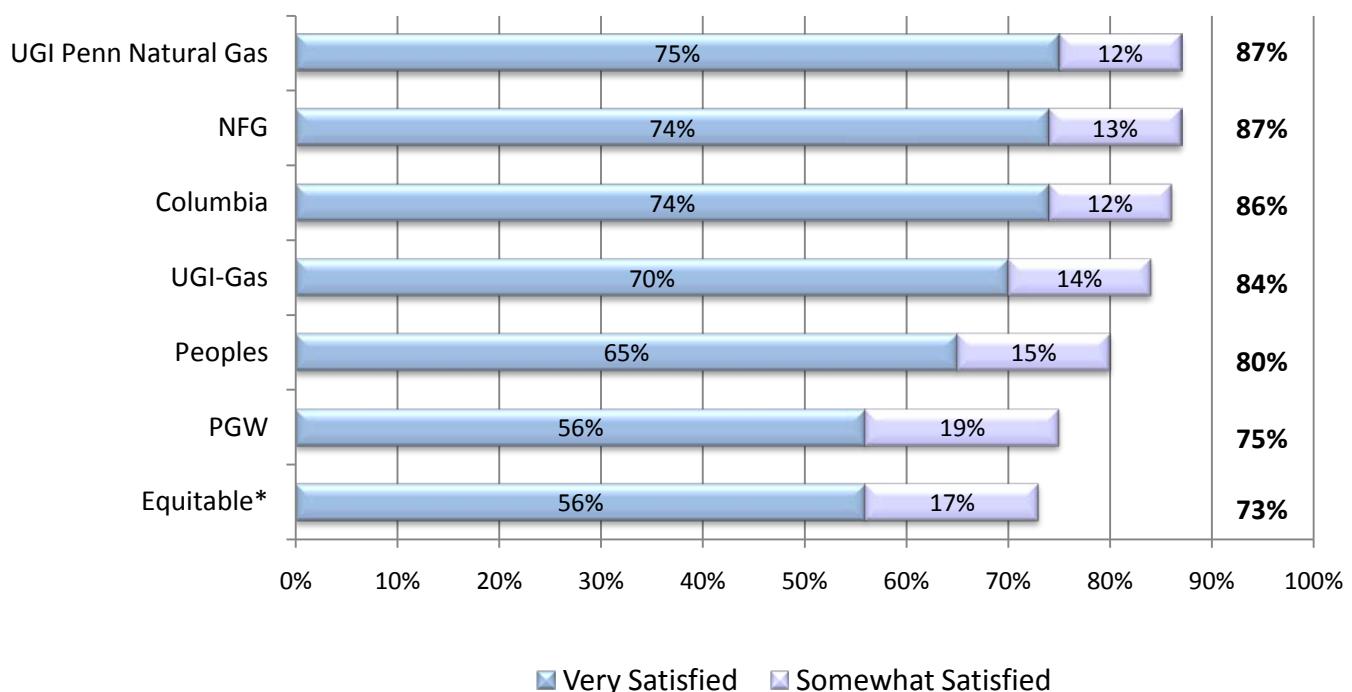
Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company’s automated telephone system, the wait to speak to a company representative, and the courtesy and knowledge of that representative. If a field visit is part of the interaction, this, too, would affect the consumer’s overall assessment. The tables that follow present the 2009 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

**Overall Satisfaction with  
Electric Distribution Company's  
Quality of Service During Recent Contact  
2009**



The previous chart presents the results of the responses to the question, "Considering all aspects of recent contact with the company, how satisfied were you with the quality of service provided by the company?" In 2009, the EDC industry average showed that 89 percent of consumers were satisfied (72 percent very satisfied) with the overall quality of service they received from their EDCs. Appendix A, Table 1B, provides 2007, 2008 and 2009 results regarding EDC overall customer satisfaction.

**Overall Satisfaction with  
Natural Gas Distribution Company's  
Quality of Service During Recent Contact  
2009**



\*See explanation on Page 24.

In 2009, the industry average for overall satisfaction with NGDC customer contacts is 82 percent (67 percent were very satisfied). The above chart shows the percent of consumers who indicated satisfaction in response to the question: "Considering all aspects of this recent contact with the NGDC, how satisfied were you with the quality of the service provided by the NGDC?" Appendix B, Table 1B, provides 2007, 2008 and 2009 results regarding NGDC overall customer satisfaction.

As indicated in the introduction to the section on customer surveys, the companies and survey firm divided consumer contacts into credit and collection contacts, and contacts about other matters.

Members of both working groups had expressed concern that the satisfaction level of consumers who had contacted the companies about credit and collection issues would negatively influence the overall satisfaction ratings. However, the opposite proved true for all EDCs in the first two years the survey was conducted and again in 2004. Over the last three years, a slightly greater average percentage of customers who contacted the EDCs about credit and collection issues responded that they were either "very satisfied" or "somewhat satisfied" than customers who contacted the EDCs about other issues. Appendix A, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the EDCs.

Customers of four out of the seven NGDCs rated their satisfaction higher on credit and collection contacts in 2009 than on other types of contacts that year. The average percentage of customers who were either “very satisfied” or “somewhat satisfied” with their non-credit and collection contacts with the NGDCs is 81 percent, and the average percentage who were either “very satisfied” or “somewhat satisfied” with their credit and collections contacts is 82 percent. Appendix B, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the NGDCs for 2007-09.

## III. Conclusion

This report fulfills the Commission’s responsibility to summarize the quality of service statistics that the EDCs and NGDCs reported to the Commission. The companies will continue to report data annually to the Commission. The telephone access, billing, meter reading and dispute data is due to the Commission on Feb. 1 of each year. On April 1 of each year, the Commission is to receive the results of the customer surveys conducted during the previous year. The UCARE report will again provide statistics associated with 2009 consumer complaints and payment arrangement requests filed with the Commission by the customers of the major EDCs and NGDCs.

The Commission uses three sources of data to obtain as complete a picture as possible of the quality of customer service experienced by customers of the major electric and gas companies. The first source is the company itself, reporting telephone access statistics, the number of bills not rendered monthly to residential and commercial customers, meters not read according to Chapter 56 regulations, and disputes not handled within 30 days. The Commission uses consumer complaints and payment arrangement requests filed with the Commission by the customers of the EDCs and NGDCs as a second source of data. As noted in the introduction, 2009 data on informal complaint and payment arrangement requests filed with the Commission will be reported in the Commission’s annual UCARE report. Finally, the Commission uses the results of the surveys of the companies’ customers who have had customer-initiated contacts with the companies. This latter source of information tells the Commission about the ease of contacting the companies, the consumers’ view of the knowledge and courtesy of the companies’ customer service representatives, as well as the consumers’ overall satisfaction with the way the company handled the contacts. This information allows the Commission to monitor the quality of EDCs’ and NGDCs’ customer service performance.

The survey results show, for the most part, customers are satisfied with the service they receive from their companies. Nevertheless, the company-reported performance data indicates there is room for improvement on the part of Pennsylvania’s major electric and gas companies.

For example, the number of accounts not billed, meters not read and disputes not responded to within 30 days represent infractions of the Chapter 56 regulations. Although some companies have improved their telephone access statistics, access remains at a less than desirable level.

Customers, who cannot reach their company, contact the Commission to report access problems. The Commission closely monitors company performance on access measures not only through reported statistics, but also through customer reports to the BCS. Deficiencies in call center access are an even greater cause for concern since the passage of Act 201, which specifically forbids the Commission from accepting complaints from customers who have not first contacted the utility (66 Pa.C.S. § 1410).

The analysis provided by both the EDCs and the NGDCs regarding the company-reported statistics, show the various measures prescribed by the reporting requirements are interrelated. Often, the level of performance on one of the measures directly affects a company's performance on one or more of the other measures. For example, if a company fails to obtain actual meter readings for long periods of time, it may underestimate the customers' usage. When the company does get actual reads, the make-up bills may cause the customers to call the company, generating increased volumes of complaints. This may affect telephone access statistics. Further, as several companies have pointed out, an increased volume of complaints often leads to a company not being able to handle the disputes in a timely manner and the failure to issue reports to the disputes within the required 30-day timeframe. Later, such behavior may influence customer survey results and generate consumer complaints with the Commission. Finally, Commission review of the complaints may generate high justified consumer complaint rates, as well as high infraction rates.

## Appendix A

### EDC Survey Results 2007-09

Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2007	2008	2009	2007	2008	2009
Allegheny Power	87%	85%	84%	79%	76%	80%
Duquesne	88%	87%	89%	78%	85%	80%
Met-Ed	85%	90%	91%	79%	77%	80%
PECO	77%	79%	84%	67%	70%	79%
Penelec	90%	91%	93%	78%	80%	84%
Penn Power	86%	89%	85%	74%	74%	74%
PPL	90%	90%	95%	81%	80%	81%
UGI-Electric	83%	90%	89%	77%	84%	77%
<b>Average</b>	<b>86%</b>	<b>88%</b>	<b>89%</b>	<b>77%</b>	<b>78%</b>	<b>79%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the EDC.

### EDC Survey Results (continued) 2007-09

Table 1B

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with EDC		
	2007	2008	2009	2007	2008	2009
Allegheny Power	90%	91%	89%	88%	88%	87%
Duquesne	92%	92%	91%	89%	89%	89%
Met-Ed	94%	90%	94%	89%	88%	91%
PECO	86%	85%	88%	84%	83%	85%
Penelec	91%	96%	94%	90%	93%	93%
Penn Power	91%	90%	89%	88%	89%	87%
PPL	92%	94%	96%	92%	91%	94%
UGI-Electric	86%	88%	89%	85%	87%	87%
<b>Average</b>	<b>90%</b>	<b>91%</b>	<b>91%</b>	<b>88%</b>	<b>89%</b>	<b>89%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the EDC.

**Overall Satisfaction with Contact:  
EDC Credit/Collection Calls v. Other Calls\***  
2007-09

Table 2

Company	Credit/Collection			Other			Overall		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Allegheny Power	87%	87%	84%	88%	88%	88%	88%	88%	87%
Duquesne	91%	92%	89%	89%	88%	89%	89%	89%	89%
Met-Ed	90%	92%	95%	88%	87%	89%	89%	88%	91%
PECO	85%	82%	82%	84%	83%	86%	84%	83%	85%
Penelec	91%	98%	97%	90%	91%	91%	90%	93%	93%
Penn Power	92%	93%	90%	87%	87%	85%	88%	89%	87%
PPL	94%	92%	93%	92%	91%	95%	92%	91%	94%
UGI-Electric	93%	88%	87%	85%	86%	88%	85%	87%	87%
<b>Average</b>	<b>89%</b>	<b>90%</b>	<b>90%</b>	<b>88%</b>	<b>88%</b>	<b>89%</b>	<b>88%</b>	<b>89%</b>	<b>89%</b>

\*Other calls include all categories of contacts to an EDC other than those related to credit and collection. Other calls include contacts about trouble or power outages, billing matters, connect/disconnect requests, customer choice, and miscellaneous issues such as requests for rate information or name and address changes.

**Contacting an EDC  
2007-09**

Table 3

Company	Ease of Using EDC's Automated Telephone System*			Satisfaction with Choices offered by Automated Telephone System**			Satisfaction with Wait to Speak to an NGDC Representative**		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Allegheny Power	85%	83%	85%	84%	84%	85%	88%	78%	80%
Duquesne	86%	88%	85%	85%	86%	86%	86%	87%	87%
Met-Ed	83%	81%	84%	82%	83%	85%	86%	89%	90%
PECO	70%	75%	82%	72%	73%	83%	72%	78%	82%
Penelec	80%	84%	85%	83%	85%	88%	85%	91%	91%
Penn Power	80%	81%	78%	83%	80%	77%	84%	85%	81%
PPL	83%	84%	85%	83%	82%	85%	88%	90%	93%
UGI-Electric	81%	87%	81%	81%	88%	82%	83%	89%	88%
<b>Average</b>	<b>81%</b>	<b>83%</b>	<b>83%</b>	<b>82%</b>	<b>83%</b>	<b>84%</b>	<b>84%</b>	<b>86%</b>	<b>87%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the EDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

## Consumer Ratings of EDC Representatives 2007-09

Table 4

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2007	2008	2009	2007	2008	2009
Allegheny Power	97%	96%	95%	93%	96%	95%
Duquesne Light	96%	95%	95%	93%	95%	95%
Met-Ed	98%	97%	98%	94%	94%	96%
PECO	92%	92%	93%	88%	90%	92%
Penelec	96%	97%	97%	94%	96%	97%
Penn Power	97%	96%	95%	94%	92%	92%
PPL	97%	97%	98%	94%	96%	96%
UGI-Electric	90%	94%	93%	91%	94%	92%
<b>Average</b>	<b>95%</b>	<b>96%</b>	<b>96%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit.

## Premise Visit from an EDC Field Representative 2007-09

Table 5A

Company	Overall Satisfaction with Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Allegheny Power	91%	86%	90%	81%	76%	78%	90%	100%	97%
Duquesne Light	95%	88%	90%	93%	86%	93%	98%	96%	98%
Met-Ed	89%	92%	98%	78%	85%	81%	94%	100%	100%
PECO	88%	88%	81%	70%	76%	77%	100%	86%	94%
Penelec	96%	96%	95%	88%	87%	89%	95%	95%	100%
Penn Power	95%	91%	94%	89%	82%	89%	97%	100%	93%
PPL	94%	96%	95%	92%	91%	92%	100%	100%	100%
UGI-Electric	92%	91%	100%	85%	79%	76%	91%	100%	100%
<b>Average</b>	<b>93%</b>	<b>91%</b>	<b>93%</b>	<b>85%</b>	<b>83%</b>	<b>85%</b>	<b>96%</b>	<b>97%</b>	<b>98%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “promptness” is the state or condition of acting or responding with speed or readiness to a customer’s question, complaint, dispute or request. An example of promptness might be the utility responding to a customer’s request for a premise visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the company field representative as “very courteous” or “somewhat courteous” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

Premise Visit from an EDC Field Representative (continued)  
2007-09

Table 5B

Company	Field Rep's Knowledge			Field Rep's Respect for Property**			Satisfaction that Work Completed in a Timely Manner*		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Allegheny Power	92%	97%	100%	96%	98%	100%	87%	76%	82%
Duquesne Light	95%	98%	98%	100%	96%	97%	94%	86%	94%
Met-Ed	91%	100%	100%	88%	93%	100%	78%	92%	96%
PECO	100%	91%	93%	88%	93%	89%	81%	84%	77%
Penelec	95%	100%	100%	96%	100%	100%	92%	91%	97%
Penn Power	100%	100%	96%	100%	97%	98%	85%	89%	92%
PPL	100%	97%	97%	100%	98%	98%	92%	88%	95%
UGI-Electric	97%	100%	100%	94%	100%	96%	93%	74%	88%
<b>Average</b>	<b>96%</b>	<b>98%</b>	<b>98%</b>	<b>95%</b>	<b>97%</b>	<b>97%</b>	<b>88%</b>	<b>86%</b>	<b>90%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “timeliness” is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer’s question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer’s residence on the date and at the time previously agreed upon by the utility and the customer.

\*\*Percent of consumers who described the company field representative as “very knowledgeable” or “somewhat knowledgeable” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

### Characteristics of 2009 EDC Survey Participants

Table 6

EDC	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Allegheny Power	703	97%	3%	83%	76%	9%
Duquesne Light	702	99%	1%	81%	80%	13%
Met-Ed	702	100%	0%	81%	94%	10%
PECO	702	98%	2%	77%	82%	8%
Penelec	702	100%	0%	78%	96%	10%
Penn Power	702	100%	0%	79%	94%	9%
PPL	703	100%	0%	75%	72%	7%
UGI-Electric	702	100%	0%	72%	97%	7%
<b>Average</b>	<b>702</b>	<b>99%</b>	<b>1%</b>	<b>78%</b>	<b>86%</b>	<b>9%</b>

**Average Number of Residential Customers  
2009**

Table 7

<b>Electric Distribution Company</b>	<b>Average Number of Residential Customers</b>
Allegheny Power	613,972
Duquesne	524,333
Met-Ed	484,382
PECO	1,425,553
Penelec	504,914
Penn Power	139,848
PPL	1,208,715
UGI-Electric	54,539

## Appendix B

### NGDC Survey Results 2007-09

Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using NGDC's Automated Phone System*		
	2007	2008	2009	2007	2008	2009
Columbia	79%	74%	83%	71%	67%	76%
Peoples	69%	73%	80%	60%	63%	66%
Equitable**	73%	77%	70%	62%	71%	63%
NFG	86%	87%	89%	NA	NA	NA
PGW	68%	69%	67%	65%	63%	58%
UGI-Gas	84%	82%	83%	70%	71%	69%
UGI Penn Natural Gas	88%	88%	88%	79%	82%	72%
<b>Average</b>	<b>78%</b>	<b>79%</b>	<b>80%</b>	<b>68%</b>	<b>70%</b>	<b>67%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the NGDC.

\*\*See explanation on Page 24.

### NGDC Survey Results (continued) 2007-09

Table 1B

Company	Satisfaction with NGDC Representative’s Handling of Contact*			Overall Satisfaction with Quality of Contact with NGDC		
	2007	2008	2009	2007	2008	2009
Columbia	88%	88%	87%	84%	83%	86%
Peoples	77%	83%	84%	75%	80%	80%
Equitable**	84%	85%	79%	79%	78%	73%
NFG	85%	86%	87%	81%	84%	87%
PGW	82%	84%	80%	76%	76%	75%
UGI-Gas	86%	89%	87%	82%	84%	84%
UGI Penn Natural Gas	90%	91%	88%	88%	91%	87%
<b>Average</b>	<b>85%</b>	<b>87%</b>	<b>85%</b>	<b>81%</b>	<b>82%</b>	<b>82%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the NGDC.

\*\*See explanation on Page 24.

**Overall Satisfaction with Contact:  
NGDC Credit/Collection Calls v. Other Calls\***  
2007-09

Table 2

Company	Credit/Collection			Other			Overall		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Columbia	87%	83%	91%	83%	83%	84%	84%	83%	86%
Peoples	78%	77%	78%	74%	81%	81%	75%	80%	80%
Equitable**	81%	72%	77%	79%	81%	71%	80%	78%	73%
NFG	75%	80%	89%	83%	85%	86%	81%	84%	87%
PGW	79%	76%	75%	75%	76%	74%	76%	76%	75%
UGI-Gas	83%	82%	80%	82%	85%	86%	82%	84%	84%
UGI Penn Natural Gas	86%	91%	87%	88%	91%	87%	88%	91%	87%
<b>Average</b>	<b>81%</b>	<b>80%</b>	<b>82%</b>	<b>81%</b>	<b>84%</b>	<b>81%</b>	<b>81%</b>	<b>83%</b>	<b>82%</b>

\*Other calls include all categories of contacts to an NGDC other than those related to credit and collection. Other calls include contacts about reliability and safety, billing matters, connect/disconnect requests, customer choice, and miscellaneous issues such as requests for rate information or name and address changes.

\*\*See explanation on Page 24.

**Contacting an NGDC  
2007-09**

Table 3

Company	Ease of Using NGDC's Automated Telephone System*			Satisfaction with Choices offered by Automated Telephone System**			Satisfaction with Wait to Speak to an NGDC Representative		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Columbia	75%	71%	79%	76%	70%	79%	76%	74%	81%
Peoples	67%	67%	70%	63%	68%	72%	64%	69%	74%
Equitable***	71%	71%	70%	70%	74%	74%	72%	74%	71%
NFG	NA	NA	NA	NA	NA	NA	86%	86%	89%
PGW	71%	70%	63%	72%	68%	63%	66%	68%	66%
UGI-Gas	75%	75%	77%	71%	72%	73%	79%	79%	78%
UGI Penn Natural Gas	83%	85%	85%	86%	86%	81%	86%	86%	86%
<b>Average</b>	<b>74%</b>	<b>74%</b>	<b>74%</b>	<b>72%</b>	<b>74%</b>	<b>74%</b>	<b>76%</b>	<b>78%</b>	<b>78%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the NGDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

\*\*\*See explanation on Page 24.

## Consumer Ratings of NGDC Representatives 2007-09

Table 4

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2007	2008	2009	2007	2008	2009
Columbia	92%	92%	94%	90%	91%	92%
Peoples	85%	91%	91%	82%	86%	88%
Equitable**	90%	89%	86%	86%	87%	80%
NFG	88%	91%	91%	88%	88%	91%
PGW	89%	88%	85%	85%	86%	85%
UGI-Gas	90%	93%	91%	88%	90%	90%
UGI Penn Natural Gas	93%	95%	93%	90%	93%	91%
<b>Average</b>	<b>90%</b>	<b>91%</b>	<b>90%</b>	<b>87%</b>	<b>89%</b>	<b>88%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit.

\*\*See explanation on Page 24.

## Premise Visit from an NGDC Field Representative 2007-09

Table 5A

Company	Overall Satisfaction with Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Columbia	100%	95%	95%	88%	88%	87%	100%	95%	96%
Peoples	93%	99%	97%	87%	85%	87%	96%	99%	99%
Equitable***	92%	100%	94%	82%	81%	79%	96%	100%	92%
NFG	94%	89%	97%	84%	81%	93%	93%	90%	95%
PGW	91%	91%	78%	70%	75%	69%	92%	91%	87%
UGI-Gas	96%	96%	95%	90%	88%	82%	98%	100%	95%
UGI Penn Natural Gas	95%	97%	95%	90%	92%	93%	96%	95%	98%
<b>Average</b>	<b>94%</b>	<b>95%</b>	<b>93%</b>	<b>84%</b>	<b>86%</b>	<b>84%</b>	<b>96%</b>	<b>96%</b>	<b>95%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “promptness” is the state or condition of acting or responding with speed or readiness to a customer’s question, complaint, dispute or request. An example of promptness might be the utility responding to a customer’s request for a premise visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the field representative as “very courteous” or “somewhat courteous,” “very knowledgeable” or “somewhat knowledgeable,” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

\*\*See explanation on Page 24.

## Premise Visit from an NGDC Field Representative (continued) 2007-09

Table 5B

Company	Field Rep's Knowledge*			Field Rep's Respect for Property**			Satisfaction that Work Completed in a Timely Manner*		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Columbia	100%	96%	98%	100%	99%	96%	90%	90%	86%
Peoples	93%	99%	97%	98%	99%	99%	92%	88%	89%
Equitable***	98%	100%	92%	96%	100%	95%	84%	83%	86%
NFG	95%	99%	100%	98%	92%	99%	84%	84%	93%
PGW	91%	91%	81%	97%	96%	93%	74%	77%	72%
UGI-Gas	96%	98%	95%	99%	98%	97%	92%	88%	88%
UGI Penn Natural Gas	97%	96%	95%	99%	100%	99%	90%	90%	91%
<b>Average</b>	<b>96%</b>	<b>96%</b>	<b>94%</b>	<b>98%</b>	<b>98%</b>	<b>97%</b>	<b>87%</b>	<b>88%</b>	<b>86%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, "timeliness" is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer's question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer's residence on the date and at the time previously agreed upon by the utility and the customer.

\*\*Percent of consumers who described the company field representative as "very knowledgeable" or "somewhat knowledgeable."

\*\*\*See explanation on Page 24.

## Characteristics of 2009 NGDC Survey Participants

Table 6

NGDC	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Columbia	701	97%	3%	78%	85%	16%
Peoples	702	100%	0%	72%	96%	16%
Equitable	700	98%	2%	69%	96%	17%
NFG*	701	99%	1%	NA	98%	17%
PGW	702	96%	4%	58%	98%	13%
UGI-Gas	701	97%	3%	69%	97%	18%
UGI Penn Natural Gas	703	98%	2%	71%	97%	27%
<b>Average</b>	<b>701</b>	<b>98%</b>	<b>2%</b>	<b>70%</b>	<b>95%</b>	<b>18%</b>

**Average Number of Residential Customers  
2009**

Table 7

<b>Natural Gas Distribution Company</b>	<b>Average Number of Residential Customers</b>
Columbia	370,838
Peoples	326,931
Equitable	239,882
NFG	197,474
PGW	480,908
UGI-Gas	302,561
UGI Penn Natural Gas	144,690



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