

CONSUMER SERVICES
ACTIVITY REPORT: 1981

June 1982

PA Public Utility Commission
Bureau of Consumer Services
Joseph W. Farrell, Director

THE CONSUMER SERVICES ACTIVITY REPORT FOR 1981

INTRODUCTION

The Bureau of Consumer Services (BCS) was mandated under Act 216 of 1976 to provide responsive, efficient, and accountable management of consumer complaints. The Bureau began investigating utility customer complaints and mediating service termination cases in April 1977. (See Appendix A for additional details) As of the end of 1981 the Bureau has investigated over 90,000 cases and has handled an additional 85,000 information requests and opinions. Its experience shows that unsolicited complaints can provide error signals because they provide information about utilities' effectiveness at meeting consumers' needs and complying with Commission standards. The Bureau maintains a computer based consumer information system which permits complaints to be aggregated and analyzed. Information from this system is used to identify patterns and trends in utility consumer problems. This report highlights BCS activity for the year 1981 and is the fourth annual overview of basic problem indicators. Future reports will focus on specific functional areas and industries and will also provide a detailed comparative evaluation of companies' performance.

The data in this report have been aggregated somewhat differently from earlier reports. Over the past several years, the demand for service related to mediation has exceeded the Service Termination Unit's capacity to handle these cases. As a result, many service termination cases where service is already off have been handled by the Bureau's regional offices. In recognition of this, all termination cases handled in the regional offices and involving electric, gas, or water service have been recoded as mediation cases. In order to permit comparisons over time, the 1980 data have been recoded to conform to this distinction. (Comparisons of the unrecoded data with the recoded data show that the effect on the statistics presented in past years' reports is generally light. See Appendix B for specific details.)

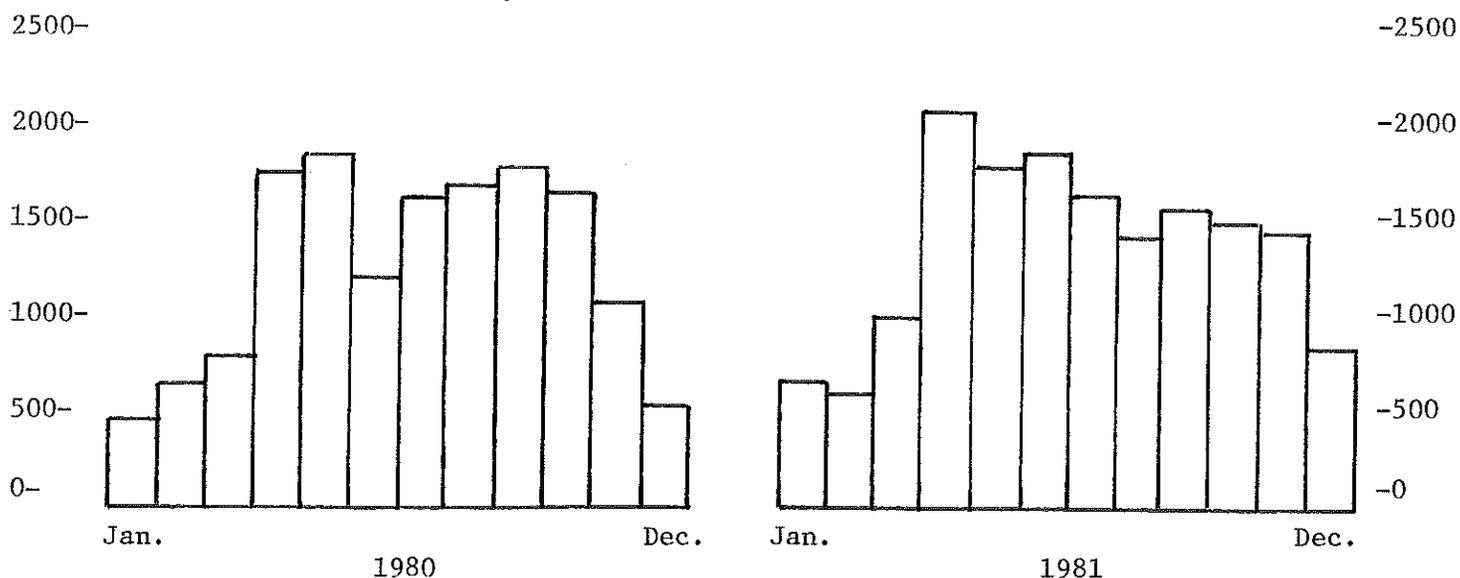
I. OVERALL ACTIVITY

The Bureau received 23,031 contacts which required investigation from utility customers in 1981. The Bureau's cases fall into 3 basic categories: consumer complaints, mediation requests, and inquiries. The 6,647 consumer complaints involved complaints about utilities' actions related to billing, service delivery, repairs, etc. Mediation requests, of which there were 16,384, came from customers who needed help in negotiating payment arrangements with their utility companies in order to avoid termination of service or to have service reconnected. The Bureau also received approximately 20,636 inquiries and information requests which did not require investigation.

Mediation Requests

Mediation requests increased by about 13%, from 14,525 in 1980 to 16,386 in 1981. This contrasts sharply with the slight decrease in mediations from 1979 to 1980. There is a typical seasonable pattern in which the bulk of mediations are received in the spring. This prevailed in 1981 as in past years. This pattern can be attributed to the surge in termination activity which follows the restraints on service termination during the winter heating season (December through March). A small increase in mediation activity each fall appears to result from companies seeking to resolve seriously overdue accounts in anticipation of the winter termination restrictions. This pattern should continue to assert itself as long as winter termination restraints continue to be in effect. Its consequence is that in each of the past years roughly 45% of the annual volume of mediation cases were received between April and July and about 55% during the remaining 8 months. (See Figure 1) The existence of a reliable pattern has been helpful in planning, training and the allocation of staff resources.

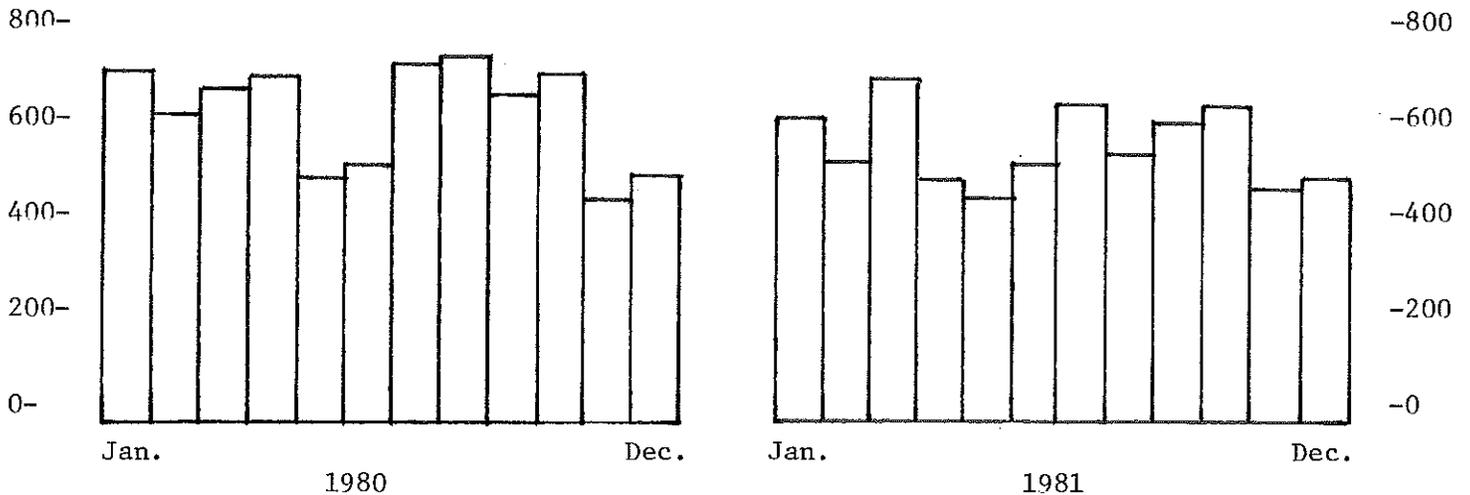
Figure 1
Monthly Volume of Mediation-Related Cases



Consumer Complaints

There was an 11% decrease in complaints from 1980 to 1981. This was the third consecutive decline in the annual number of consumer complaints to the Bureau. The total decline in complaints from 1979 to 1981 approaches 28 percent. Although the number of complaints was lowest in November and December, as has been the case in past years, there are no other identifiable seasonal patterns. (See Figure 2) Commission regulations require that customers must seek to resolve problems directly with their utilities prior to registering a complaint with the Commission. In this light, a reduction in the number of complaints seems to indicate that utilities' complaint handling operating have improved in response to BCS enforcement activities, improved communication between companies and the bureau, and the development of complaint handling skills in companies' consumer affairs operations. However, the increasing volume of cases related to mediation in the regional offices may have crowded out complaints in 1981.

Figure 2
Monthly Volume of Informal Complaints



Inquiries and Opinions

There were 20,636 cases which required no follow-up beyond the initial contact during 1981. These cases tend to involve requests for information which were handled at the time of contact (17%), protests or questions related to rates (12%), and referrals to other Commission offices and to appropriate agencies outside the P.U.C. (58%). As Appendix C, Table 1 shows, utilities in and around Pittsburgh accounted for about a third of all inquiries and opinions in 1981.

II. NATURE OF BCS COMPLAINTS

The consumer complaints received by BCS generally involved billing problems (42%) and service delivery complaints (24%). (See Table 1) Billing problems include confusing estimation methods, disputed usage, inaccurately estimated bills, etc. Service delivery complaints relate to utility unresponsiveness, poor quality of service, delays in repairs, etc. Telephone service termination cases are not under the jurisdiction of the mediation unit and are treated as informal complaints. The remaining 35% of complaints are distributed among repairs, credit and deposits, service termination and rates and tariff complaints.

Table 1

NATURE OF CALL FOR INFORMAL COMPLAINTS: 1981

	N	%
Billing/Payment	2820	42.3%
Credit/Deposits	385	5.8
Rates/Tariffs	408	6.1
Service-Goods	1610	24.1
People Delivered Service	266	4.0
Termination	683	10.0
Other	498	7.5
	6670	99.8%

III. GEOGRAPHIC DISTRIBUTION OF BUREAU ACTIVITY

Geographic variations in mediation requests and informal complaints are depicted in Figures 3 and 4. In past years county statistics have been presented in terms of cases per 10,000 persons (residents). The calculation of cases per 10,000 households represents an attempt to improve the accuracy of geographic comparisons. This statistic is intended to prevent bias due to variations in household size. Thus, comparisons between geographic areas are much more reliable than in past reports. The accompanying maps indicate which counties have average, well above average, or well below average rates.

Mediation

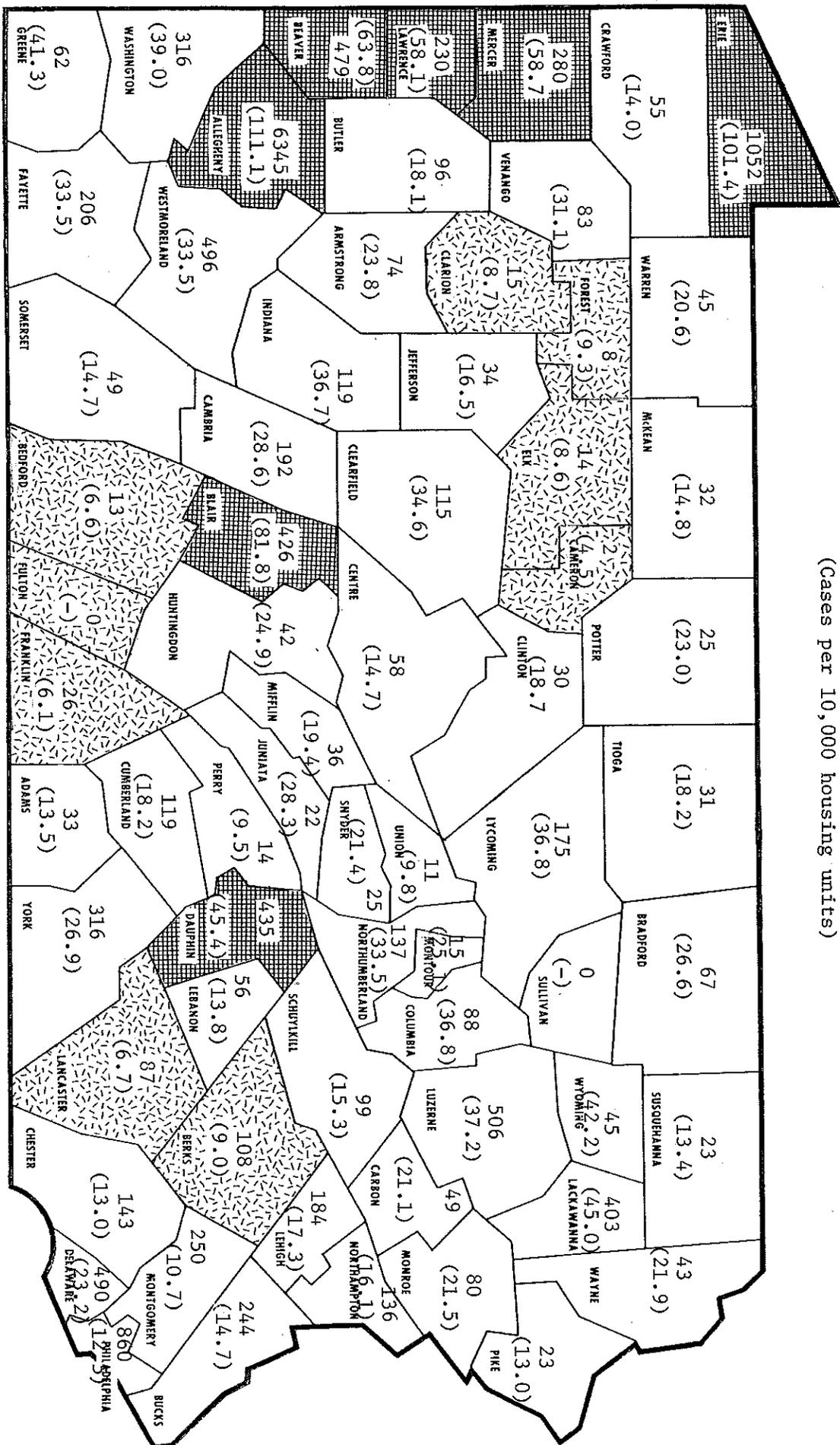
The average state-wide mediation rate was 25.9 per 10,000 households in 1981. The number of mediation requests in 1981 ranged from none in Fulton and Sullivan Counties to 6,345 in Allegheny County. (See Figure 3) Allegheny County had the highest rate of mediation requests 111.1 per 10,000 households. Other counties with high mediation rates were Erie (101.4), Blair (81.8), and Beaver (63.8). Taken together Allegheny and Erie County had 45% of the mediation requests in the state although they have less than 15% of the state's population. These counties do not stand out in terms of poverty population or unemployment, so a simple explanation for the unusual level of mediation activity is not obvious. The extent of regulated utility service, the degree of urbanization, and relative economic well-being may be factors which affect mediation requests. In addition, some companies' problematic termination practices have led to increased mediation requests. Also, 7 of the 10 counties with the highest mediation rates are in western Pennsylvania.

Informal Complaints

Informal complaints varied from a low of three in Sullivan County to a high of 1,414 in Allegheny County. (See Figure 4) Complaint rates were highest in Dauphin County (40.1), Erie County (37.6) and Perry and Wayne Counties (both 29.1). As in past years, some of the highest complaint rates were in those counties where the Bureau has regional offices. It may be that the bureau's visibility in Allegheny, Erie and Dauphin Counties is a factor in these high complaint rates. In part the low complaint rate in Philadelphia may be due to the absence of Commission regulated gas and water service. More detailed analysis will be necessary in order to explain geographical variations in complaint rates.

Figure 3

Mediation Cases by County 1981
(Cases per 10,000 housing units)



Grid pattern: Above Average

White box: Average

Diagonal lines: Below Average

(>) Is.d. above mean

(mean ± Is.d.)

(>) Is.d. below mean

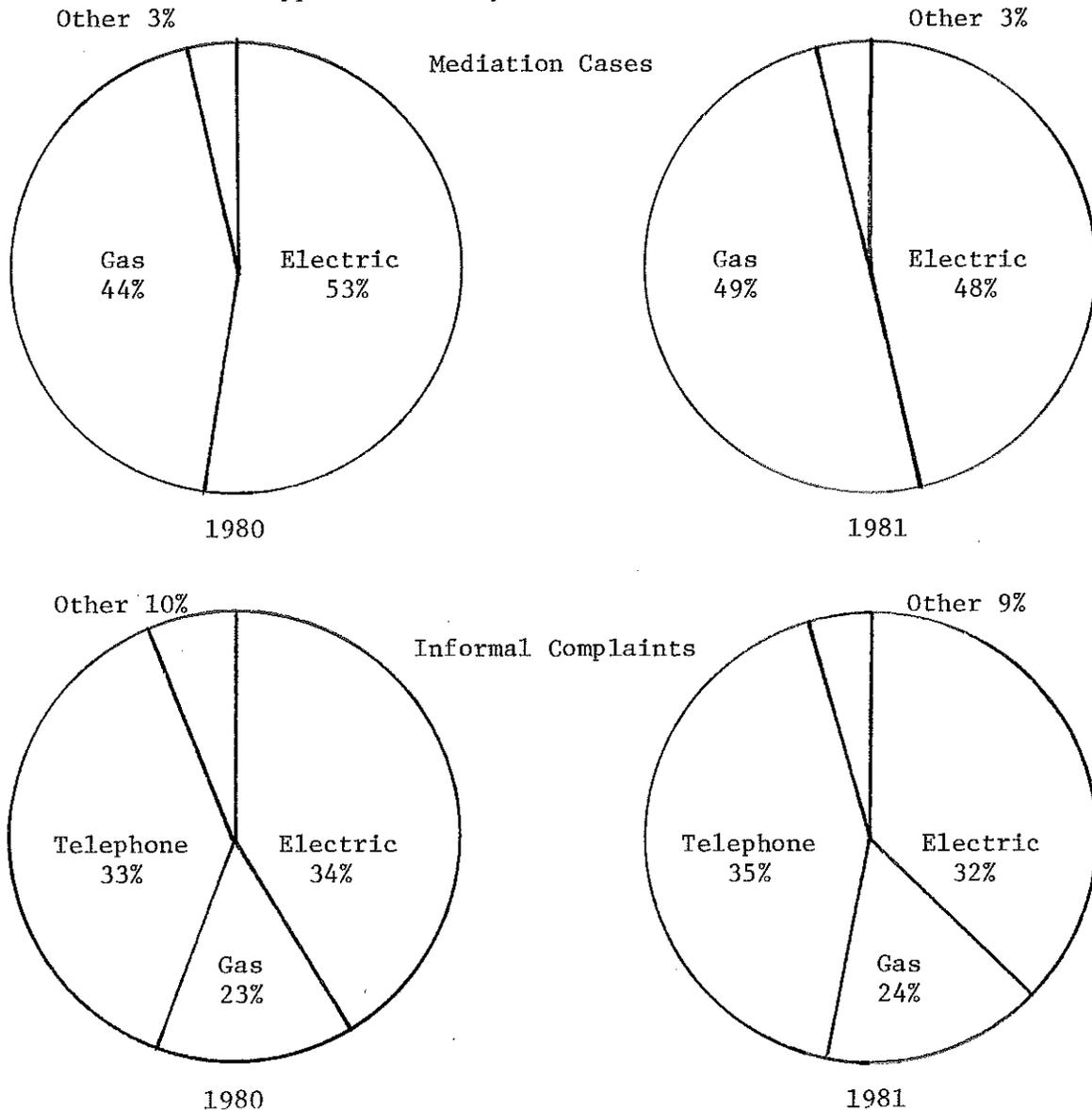
Mean = 25.9
S = 16.4

IV. TYPE OF UTILITIES INVOLVED

As in past years, almost all mediation cases in 1981 involved electric (48%) or gas companies (49%). (See Figure 5) Only about 3% (524 cases) of mediation cases stemmed from threatened termination of water service. It is worth noting that the proportion of gas industry to electric industry cases has fluctuated only slightly over the past 4 years. Telephone companies are not covered by the Commission termination regulations, so there are no telephone termination mediation cases.

Electric companies are involved in 32% of the consumer complaints. Telephone and gas companies accounted for 35% and 24% of all complaints respectively. Water companies accounted for 9% of complaints. There were only a handful of complaints against steam heat, and sewage companies.

Figure 5
Type of Industry Involved in BCS Cases



V. COLLECTIONS STATISTICS

All regulated electric and gas companies must submit monthly residential service termination reports to the Bureau. These reports list the number of customers, number of overdue customers, amount of money overdue, and various statistics related to service termination. Only the basic statistics are reported below. These do not reflect qualitative aspects of overdue and terminated accounts such as age and size of arrearage. Analysis of these factors will proceed after additional data have been gathered. Also, while data are available for 1978 and 1979, they are generally not complete enough to permit comparisons with 1980 and 1981. The two years presented here represent the best available data. As far as can be determined, any reporting errors which remain in the data should have only minor effects on the statistics below.

In an average month in 1981 over 930,000 residential accounts of major gas and electric companies were in arrears (See Appendix C). Based on individual company performance, this represents a 7% increase over 1980. While many of these arrearages were both small in size and of recent vintage, the numbers still represent a substantial problem. These arrearages amounted to over \$71 million in December 1981 alone. This is a 16% increase in the amount of money in arrears from 1980 to 1981. Much of this money will eventually be recovered, but delayed payments affect cash flow and have a direct impact on customers' rates.

Table 2

Proportion of Residential Customers in Arrears*
(1980-1981)

Company	1980	1981	Percent Change
Duquesne	.1471	.1703	+ 16%
Met.Ed.	.1372	.1413	+ 3%
Penelec	.1506	.1651	+ 10%
Penn Power	.1970	.1978	no change
P.P.&L.	.0910	.1116	+ 23%
P.E.Co.	.2501	.2765	+ 11%
UGI-Luzerne	.1845	.1790	- 3%
West Penn	.1189	.1223	+ 3%
Columbia	.1134	.1234	+ 9%
Equitable	.1586	.1692	+ 7%
N.F.G.	.1455	.1653	+ 14%
PG&W Gas	.2285	.2402	+ 5%
Peoples	.1553	.1590	+ 2%
UGI-Gas	.1652	.1780	+ 8%
Averages ⁺	.1602	.1714	+ 7%

*Monthly averages

+Averages of scores

Also, write-off of uncollectible accounts, both residential and non-residential, exceeded \$45 million in 1981. Finally, unpaid bills resulted in a 34% increase in terminations of service, from 56,000 in 1980 to 75,000 in 1981.

The major gas and electric companies show a substantial range of overdue customer proportions; over two to one for the largest to smallest.

- * Philadelphia Electric (both electric and gas service) and Pennsylvania Gas and Water had the largest proportions of overdue customers in both 1980 and 1981.
- * Despite a substantial percentage increase from 1980 to 1981, P.P.&L. had the lowest proportion of overdue customers in both years.
- * Duquesne and NFG both had substantial increases in overdue customers from 1980 to 1981 (16% and 14% respectively).
- * Only two companies experienced either no change or a decline in their proportions of customers in arrears.

Uncollectible Accounts

The most commonly seen measure of collections system performance is the proportion of accounts written-off as uncollectible to revenues. The statistics in Table 3 represent net write-offs, that is, write-offs of uncollectible accounts minus recoveries of accounts already written-off. (An extensive discussion of this statistic can be found in the Bureau's 1981 Collections and Mediation report.) There are several preliminary points which emerge from the statistics in Table 3.

- * The range of write-off-to-revenue scores is quite large, on the order of seven to one for smallest (West Penn) to largest (Equitable) in 1981.
- * Equitable Gas experienced an unprecedented, for a major company, increase in write-offs. In the past decade no major company has approached Equitable's ratio of write-offs to revenues.
- * Although Penn Power, West Penn and P.G.&W. had small declines in write-offs, the overall trend was strongly upward (22%).
- * Gas companies had higher write-off scores than electric companies, of the top five companies, four are in the gas industry.

In the absence of comparative analysis, it is not possible to write definitively about the statistics in Table 3. Future analysis will attempt to thoroughly investigate relationships between write-offs and other collection measures.

Table 3

Write-Offs As A Proportion of Revenues*

Company	Net Write-Offs to Revenues		Percent Change
	1980	1981	
Duquesne	.004444	.005173	+16%
Met.Ed.	.003065	.004279	+40%
Penelec	.002999	.005082	+70%
Penn Power	.002427	.002194	-10%
P.P.&L.	.003783	.004201	+11%
P.E. Co.#	.005931	.008286	+40%
UGI-Electric	.002879	.002891	no change
West Penn	.001913	.001561	-18%
Columbia	.003302	.003751	+14%
Equitable	.006038	.011177	+85%
National Fuel	.005381	.005470	+ 2%
P.G.&W.-Gas	.005101	.004535	-11%
Peoples	.005070	.007845	+55%
UGI-Gas	.004381	.005659	+29%
Average ⁺	.004071	.004982	+22%

+Average of scores.

*Source: Company reported data

#electric and gas combined

VI. MAJOR COMPANIES

The calculation of cases per thousand residential customers permits comparisons to be made between utility companies. Some variations may be attributed to dissimilar customer populations, geographic locations and utility rates. However, unusually high mediation and complaint rates have been shown to be reliable indicators of situations which require investigation. The discussion below provides an overview of Bureau activity along with some preliminary findings. Future Bureau analyses will focus on explaining variations in mediation complaint rates. These will include the comparative evaluation of utilities' performance.

Consumer Complaints

The Commission has established a dispute process in which the companies play the primary role in handling consumer complaints. The Bureau normally does not become involved in consumer complaints until negotiations between the customer and the company fail. Thus high rates of complaints to the Bureau can indicate a company's failure to resolve consumer problems and this is a source of concern.

Gas Utilities

There were 6% fewer complaints against the major gas utilities in 1981 than in 1980 (See Appendix E for 1979 statistics). Since 1979 complaints against major gas companies have decreased by almost 34%. This change was not reflected consistently across the industry, as two of six major companies experienced an increase in complaints. (See Table 4)

Table 4

Company	Informal Complaints Major Gas Companies (1980-1981)			
	1980		1981	
	N	Complaint Rate	N	Complaint Rate
Columbia	276	.92	237	.79
Equitable	341	1.51	396	1.75
NFG	283	1.55	249	1.35
P.G.&W.-Gas	75	.78	55	.54
Peoples	335	1.14	263	.89
UGI-Gas	164	.90	190	1.02
Total (average rate)	1474	(1.134)	1390	(1.06)

- * Columbia Gas, National Fuel Gas, and Peoples Gas experienced a decrease in complaints to the Commission. (14%, 12%, and 22% respectively). Both Columbia and Peoples also experienced a substantial decrease in complaints from 1979 to 1980.
- * UGI's gas division experienced a 16% increase in complaints from 1980 to 1981.
- * Complaints regarding Pennsylvania Gas and Water's gas operations dropped by about 27% from 1980 to 1981. For the third consecutive year PG&W's gas division has the lowest complaint rate among major gas companies.
- * Equitable Gas Company complaints increased by 16%. Equitable now has the highest complaint rate in the gas and electric utilities.

Electric Utilities

For the second consecutive year complaints against electric companies declined by about 15%. (see Table 5) As in past years, the average complaint rate for major electric companies was about half of that for gas companies. No clear explanation for this difference is available.

Table 5
Informal Complaints
Major Electric Companies
(1980-1981)

Company	1980		1981	
	N	Complaint Rate	N	Complaint Rate
Duquesne	449	.92	389	.79
Met.Ed.	255	.79	263	.80
Penelec	461	1.03	361	.78
Penn Power	65	.60	34	.31
P.P.&L.	369	.42	349	.39
P.E.Co.	597	.49	450	.39
UGI-Luz.	21	.43	15	.31
West Penn	267	.51	253	.48
Total (average rate)	2484	(.65)	2114	(.53)

- * Met-Ed was the only major electric company to experience an increased complaint rate. This places Met-Ed at the top of the electric industry.

- * Penn Power's complaint rate decreased by almost half from 1980 to 1981.
- * Penn Power and UGI-Luzerne share the distinction of having the lowest complaint rates among major electric, gas, and telephone companies.

Telephone Utilities

Complaints about telephone companies decreased by 16% from 1980 to 1981 (see Table 6). This decline falls between the decreases in complaints against gas and electric companies. It contrasts favorable with last year's statistics where telephone complaints increase by 5%. Concerns regarding telephone industry billing, credit and deposit practices, collections, and complaint handling activities were covered in the Bureau's 1980 telephone industry report. As a result of this report, the Commission has promulgated a set of proposed rules related to these areas of concern. These rules will be available for public comment within the next few months.

Table 6

Informal Complaints Major Telephone Companies (1980-1981)

Company	1980		1981	
	N	Complaint Rate	N	Complaint Rate
Bell	1757	.55	1449	.45
Commonwealth	84	.78	65	.60
Continental	64	2.11	67	2.21
General	227	.78	231	.79
Mid-Penn	139	1.47	101	1.07
United	187	.97	159	.82
Total (average rate)	2458	(1.11)	2072	(.99)

Among the highlights of the past year:

- * General Telephone experienced a very slight (3%) increase in the number of complaints from 1980 to 1981. This contrasts with the downward trend in complaints for most major utility companies.
- * Continental Telephone's increased complaints brought it to the point where its complaint rate is twice that of any other major phone company and higher than any other major utility company's.

- * Mid-Penn had the largest percentage decline in complaints (27%) in the telephone industry.

Mediation Requests

The Bureau's service termination procedures protect utility customers' rights and provide companies with an effective collections tool. The Bureau normally intervenes at the customer's request after direct negotiations between the customer and the company have failed. The number of mediation requests per 1,000 overdue residential customers - the mediation rate - is used to permit cross company comparisons. The mediation rate can be used as a preliminary evaluation of companies' effectiveness at making payment arrangements. Unusually high or low rates, or sizeable changes in rates can reflect company performance. Increases in numbers of overdue customers can provide a tentative explanation for differences in mediation statistics because a company's mediation rate can drop when its overdue customers increase in number.

Gas Utilities

In the face of declining economic conditions, mediation requests from gas customers increased by about 13%. As indicated in Table 7, the distribution of these requests varied widely.

Table 7

Mediation Requests Major Gas Companies (1980-1981)

Company	1980		1981	
	N	Mediation Rate	N	Mediation Rate
Columbia	779	1.91	1085	2.44
Equitable	1922	4.46	3011	6.55
National Fuel	1170	3.67	1115	3.05
P.G.&W.-Gas	233	.89	326	1.11
Peoples	1619	2.95	1806	3.21
UGI-Gas	262	.72	352	.88
Total (average rate)	5985	(2.43)	7695	(2.87)

- * The mediation rates in the gas industry vary immensely, from .88 for UGI-gas to 6.55 for Equitable.
- * National Fuel Gas was the only company which did not experience at least some growth in the number of mediation cases and in its mediation rate. The bureau received 5% fewer mediation cases from this company's customers in 1981 than in 1980.

- * Equitable Gas continues to have the largest number of mediation cases. For the fourth consecutive year, Equitable has the largest mediation rate among major gas and electric companies. This situation exists despite the fact that Equitable's ratio of overdue customers to total customers is far from the highest among major electric and gas companies.
- * Pennsylvania Gas and Water's gas division, and Columbia Gas experienced substantial increases in the number of mediation cases coming to the Bureau.
- * UGI gas had a substantial increase in mediation cases from 1980 to 1981. However, its mediation rate is still far below that of all other major gas companies.

Electric Utilities

In spite of a very slight increase in the electric utility's average mediation rate, this rate was still about a third of the gas industry's (1.01 vs. 2.87). None of the explanations for this difference which are normally offered - extent of heating penetration, poverty among customer populations, etc. - have been found to be completely satisfactory. The number of overdue customers for the major electric companies increased by almost 10% from 1980 to 1981.

Table 8

Mediation Requests
Major Electric Companies
(1980-1981)

Company	1980		1981	
	N	Mediation Rate	N	Mediation Rate
Duquesne Light	1496	1.73	1880	1.87
Met.Ed.	303	.57	469	.84
Penelec	646	.80	1091	1.19
Penn Power	187	.73	252	.96
P.P.&L.	1822	1.90	1600	1.34
Philadelphia Electric	2778	.77	1788	.47
UGI-Luzerne	24	.22	59	.56
West Penn	617	.82	641	.83
Total (average rate)	7873	(.94)	6780	(1.01)

Among the preliminary findings:

- * Penelec's mediation requests increased by 69% from 1980 to 1981. (see Table 8) This is the second year in which this company has had an increase in mediation cases. In

addition, the company's mediation rate (1.193 per 1,000 overdue customers) is still about average for the electric industry.

- * Metropolitan Edison also experienced a second consecutive annual increase in the number of mediations (from 303 in 1980 to 469 in 1981).
- * For the third consecutive year Philadelphia Electric has substantially reduced its number of mediation cases and its mediation rate. Philadelphia Electric had over 40% fewer mediation cases in 1981 than in 1979. A recently completed Bureau evaluation of Philadelphia Electric's new program for handling overdue accounts suggests that this program has played a major role in reducing mediation cases. Philadelphia Electric's mediation rate is now by far the lowest among major gas and electric companies.
- * P.P.&L. reduced its mediation volume by over 10% from 1980 to 1981. Its mediation rate was reduced by well over 10%, but this reduction was partially due to record keeping changes which somewhat increased the number of customers who were recorded as having overdue bills.
- * Duquesne Light's mediation cases increased by 26% from 1980 to 1981. This was due, in part, to an increase in overdue customers. However, a series of new, more aggressive collections measures, including a 50% increase in the number of termination notices sent, appears to have caused a temporary increase in mediation cases.

VII. CONCLUSION

This report has provided an overview and a preliminary analysis of BCS activity during 1981. The complaint and mediation rates are quantitative problem indicators related to utility company performance in various customer relations areas. Other Bureau reports have combined these measures with other qualitative statistics in order to provide a more complete and detailed evaluation of each company's performance. The tentative explanations and analyses presented above will be refined in order to provide the companies and the Bureau with information which can be used to improve mediation activities and complaint handling. Reports which are planned or are being prepared include evaluative reviews of informal complaints and violations of P.U.C. customer services regulations.

APPENDIX A

The Bureau of Consumer Services has 4 regional offices (Harrisburg, Pittsburgh, Philadelphia, and Erie*) which are responsible for investigating utility consumer complaints and recording protests regarding actions pending before the Commission. The Bureau's Service Termination Mediation Unit, located in Harrisburg, arbitrates payment agreements for customers who are threatened with termination of service. The Bureau also contains a research and information unit which is responsible for evaluation of both utilities' customer service performance and their compliance with regulations. The Bureau's Consumer Services Information System (CSIS) is based on extensive coded data for each case investigated by the Bureau. The data base currently contains data on over 100,000 investigated cases and over 90,000 inquiries and opinions from 1978 to mid-1982. The CSIS is used to produce regular utility evaluation and management information reports. The system also provides special reports related to rate cases, legislative requests, compliance violations, and generic analyses. Finally, the Bureau maintains a contractual relationship with Pennsylvania State University for the purposes of data processing, policy analysis, and research consultation.

*The Erie Office was temporarily closed in April and was reopened in July of 1981.

APPENDIX B

Distribution of Reassigned¹ vs. Not Reassigned² Cases:

Major Companies in 1980

Company	Mediation Cases		Informal Complaints	
	Not Reassigned	Reassigned	Not Reassigned	Reassigned
Duquesne	1488	1496	481	449
Met.Ed.	294	303	276	255
Penelec	642	646	464	461
Penn Power	179	187	70	65
P.P.&L.	1795	1822	406	369
P.E.Co.	2541	2778	814	597
UGI-Luzerne	19	24	27	21
West Penn	610	617	279	267
Columbia	771	779	296	276
Equitable	1928	1922	360	341
National Fuel	1157	1170	304	283
P.G.&W.-Gas	223	233	100	75
Peoples	1635	1619	478	335
UGI-Gas	247	262	183	164

The reassigned cases for both mediations and complaints sum to less than the unreassigned because of the assignment method used. Specifically, closed long forms which were not investigative cases, i.e., which should have been short forms, were excluded during the reassignment process. Thus, the reassignment process should have generated a more accurate data base.

1. Mediation/Termination-related cases handled in regional offices are recorded as mediation cases.
2. Cases are coded strictly according to the office where they were handled. Statistics are those listed in 1980 Overview Report.

APPENDIX C

Table 1

Inquiries and Opinions: Major Companies in 1981

Company Name	Number of Contacts	Percent of Industry*	Industry Total	Percent of Total*
Electric			6776	32.7%
Duquesne	2167	32.0%		
Philadelphia				
Electric	1707	25.2%		
P.P.&L.	868	12.8%		
West Penn	652	9.6%		
Met.Ed.	558	8.2%		
Penelec	471	7.0%		
Penn Power	142	2.1%		
UGI-Luzerne	13	.2%		
Others or no Company	198	2.9%		
Gas			6553	31.8%
Equitable	2306	35.2%		
Columbia	1117	17.1%		
Peoples	1060	16.2%		
National Fuel	470	7.2%		
UGI-Gas	272	4.2%		
P.G.&W.-Gas	205	3.1%		
Others or no Company	1123	17.1%		
Telephone			2156	10.5%
Bell	1643	76.2%		
Others	513	23.8%		
Water			1834	8.9%
Sewage			84	.4%
Transportation			4	--
Others (no specific company and no specific industry)			3229	15.7%
Total			20636	

*May not sum to 100% due to rounding error

Table 2

Major Problem Categories
for Inquiries and Opinions

Category	Number	Percent
Referral*	14072	68.2%
Specific Information Request	3394	16.5%
Rate Protests and Opinions	2441	11.8%
Opinions-general	207	1.0%
Other	522	2.5%
	20636	100.0%

*To other Bureau offices, to other PUC offices and to other agencies, companies, etc.

Appendix D

Collections Statistics

The statistics below for 1980 do not agree precisely with those listed in the 1981 mediation report. These differences exist because a great deal of the data for 1980 was missing. The bulk of the missing data was in the breakdown of heating vs. non-heating statistics rather than in totals for given categories. Since the Mediation Report analyzed heating and non-heating statistics, rather than statistics for all residential customers, totals were calculated only where heating and non-heating subtotals were available.

In contrast, almost all 1981 data were complete. To simplify presentation, only the totals are presented below. The 1980 statistics were recalculated on the basis of all available data rather than only where heating and non-heating data were also available. Thus, variations between 1980 and 1981 statistics were minimized.

Some of the data below have been adjusted to compensate for inaccurate data bases. Some companies prepare termination reports using data base which include people who are no longer customers. For example, Peoples Gas' accounting procedures dictate that terminated accounts not be written-off as uncollectible until the end of the current calendar year. Peoples has chosen to keep those customers' records in the termination report data base even though, under §56.2, most of them are not customers. An effort has been made to adjust Peoples' data to compensate for these accounts. Adjustments were also made for Met. Ed and West Penn. The affect of inaccurate data on the statistics below are slight. However, many qualitative statistics are affected substantially. Thus, the general statistics below have been adjusted so that statistics in all subsequent analyses will agree with these tables.

TABLE D.1

MONTHLY AVERAGE NUMBER OF CUSTOMERS: 1980 and 1981

<u>GAS</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>	<u>ELECTRIC</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>
Columbia	299553	300044	Duquesne	489064	493204
Equitable	226362	226427	Met.Ed.	323797	327617
N.F.G.	182744	184437	Penelec	447261	461950
P.G.&W.	95765	101749	Penn Power	109154	110618
Peoples	294062	294513	P.P.&L.	880764	890329
UGI Gas	183039	187016	P.E.Co.	1207691	1157668
			UGI Elec.	48954	49178
			West Penn	525885	528520

TABLE D.2

MONTHLY AVERAGE OVERDUE CUSTOMERS: 1980 and 1981

<u>GAS</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>	<u>ELECTRIC</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>
Columbia	33970	37019	Duquesne	71932	83998
Equitable	35893	38305	Met.Ed.	44437	46284
N.F.G.	26591	30486	Penelec	67366	76243
P.G.&W.	21884	24439	Penn Power	21504	21880
Peoples	45679	46826	P.P.&L.	80144	99375
UGI Gas	30242	33291	P.E.Co.	302063	320090
			UGI Elec.	9031	8802
			West Penn	62527	64660

TABLE D.3

MONTHLY AVERAGE NUMBER OF TEN DAY NOTICES: 1980 and 1981

<u>GAS</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>	<u>ELECTRIC</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>
Columbia	11167	13647	Duquesne	10265	15144
Equitable	5169	5436	Met.Ed.	3131	4662
N.F.G.	13508	17039	Penelec	5446	6069
P.G.&W.	5418	7420	Penn Power	5715	6161
Peoples	5091	7731	P.P.&L.	32892	35596
UGI Gas	7184	9184	P.E.Co.	96961	80054
			UGI Elec.	3872	4475
			West Penn	19404	20410

TABLE D.4

MONTHLY AVERAGE NUMBER OF TERMINATIONS: 1980 and 1981

<u>GAS</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>	<u>ELECTRIC</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>
Columbia	362	421	Duquesne	269	262
Equitable	254	467	Met.Ed.	175	240
N.F.G.	352	436	Penelec	176	361
P.G.&W.	104	154	Penn Power	99	82
Peoples	250	354	P.P.&L.	452	436
UGI Gas	249	271	P.E.Co.	1631	2203
			UGI Elec.	50	37
			West Penn	485	600

TABLE D.5

RATIO OF OVERDUE CUSTOMERS TO TOTAL CUSTOMERS: 1980 and 1981

<u>GAS</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>	<u>ELECTRIC</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>
Columbia	0.113403	0.123379	Duquesne	0.147081	0.170331
Equitable	0.158563	0.169174	Met.Ed.	0.137238	0.141274
N.F.G.	0.145509	0.165292	Penelec	0.150619	0.165045
P.G.&W.	0.228514	0.240187	Penn Power	0.197009	0.197800
Peoples	0.155336	0.158994	P.P.&L.	0.090993	0.111616
UGI Gas	0.165224	0.178009	P.E.Co.	0.250116	0.276495
			UGI Elec.	0.184476	0.178988
			West Penn	0.118899	0.122342

TABLE D.6

RATIO OF NOTICES TO OVERDUE CUSTOMERS: 1980 and 1981

<u>GAS</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>	<u>ELECTRIC</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>
Columbia	0.328720	0.368658	Duquesne	0.142699	0.180293
Equitable	0.144013	0.141915	Met.Ed.	0.070459	0.100717
N.F.G.	0.507984	0.558907	Penelec	0.080848	0.079607
P.G.&W.	0.247596	0.303632	Penn Power	0.265754	0.281594
Peoples	0.111455	0.165098	P.P.&L.	0.410416	0.358199
UGI Gas	0.237533	0.275877	P.E.Co.	0.320996	0.250100
			UGI Elec.	0.428772	0.508331
			West Penn	0.310321	0.315653

TABLE D.7

RATIO OF TERMINATIONS TO NOTICES: 1980 and 1981

<u>GAS</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>	<u>ELECTRIC</u> <u>COMPANY</u>	<u>1980</u>	<u>1981</u>
Columbia	0.032440	0.030836	Duquesne	0.026206	0.017295
Equitable	0.049058	0.085877	Met.Ed.	0.055973	0.051431
N.F.G.	0.026041	0.025603	Penelec	0.032269	0.059479
P.G.&W.	0.019179	0.020697	Penn Power	0.017367	0.013376
Peoples	0.049089	0.045823	P.P.&L.	0.013727	0.012235
UGI Gas	0.034593	0.029526	P.E.Co.	0.016819	0.027524
			UGI Elec.	0.012956	0.008288
			West Penn	0.025000	0.029413

APPENDIX E

Major Company Statistics for 1979: Reassigned Cases

Company	Mediation Requests	(Rate)	Informal	Complaints	(Rate)
Duquesne	1200	(1.411)	799	1.624	
Met.Ed.	246	(.519)	301	.957	
Penelec	632	(.763)	491	1.098	
Penn Power	147	(.573)	74	.687	
P.P.&L.	2020	(2.001)	604	.699	
P.E.Co.	3114	(1.176)	653	.541*	
UGI-Luzerne	n/a	n/a	23	.473	
West Penn	724	(1.027)	392	.787	
Columbia Gas	887	(2.472)**	372	(1.253)	
Equitable	2736	(6.988)	641	(2.847)	
National Fuel	500	(1.790)	285	(1.531)	
P.G.&W.-Gas	527	(2.356)**	99	(1.014)	
Peoples	1485	(3.342)	479	(1.643)	
UGI-Gas	417	(1.240)	229	(1.274)	

*Based on estimated data due to inaccurate or incomplete reporting during 1979.

**Based on 1980 customer counts due to inaccurate reporting during 1979.