

Quarterly Update to UCARE Report

January – March 2009

Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telephone industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, payment arrangement requests (PARs) and inquiries. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water and telephone industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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BCS Activity

Total Volume of Consumer Complaints, Payment Arrangement Requests and Inquiries by Industry

January through March 2009

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	1,393	330	3,472	54	5,621
Gas	1,585	142	1,844	26	4,112
Water	303	37	650	3	949
Telephone	1,814	96	208	1	2,282
Other	2	0	1	0	938
Total	5,097	605	6,175	84	13,902

*Please note, commercial customer contacts are excluded from the analyses that appear later in this report, as BCS' regulatory authority has largely been confined to residential accounts.

Major Electric Distribution Companies

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through March 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Allegheny	116	147	27%	261	344	32%	499	610	22%
Duquesne	119	122	3%	762	661	-13%	738	526	-29%
Met-Ed	100	132	32%	526	264	-50%	458	408	-11%
PECO	664	653	-2%	1,031	1,305	27%	2,494	2,356	-6%
Penelec	65	118	82%	518	195	-62%	403	370	-8%
Penn Power	25	64	156%	240	86	-64%	208	180	-14%
PPL	150	132	-12%	408	501	23%	579	480	-17%
Total	1,239	1,368	10%	3,746	3,356	-10%	5,379	4,930	-8%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Allegheny	147	N/A	344	N/A
Duquesne	122	N/A	661	N/A
Met-Ed	132	N/A	264	N/A
PECO	653	N/A	1,305	N/A
Penelec	118	N/A	195	N/A
Penn Power	64	N/A	86	N/A
PPL **	132	N/A	501	N/A
Total	1,368		3,356	
Average		N/A		N/A

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 05/11/09.

N/A=Not Available

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Allegheny	6.1	5.3	1.9	1.5
Duquesne	19.0	11.0	10.0	5.0
Met-Ed	14.6	10.6	1.6	2.4
PECO	15.0	16.0	5.1	5.4
Penelec	12.4	11.4	1.9	3.1
Penn Power	11.8	12.9	1.7	1.4
PPL	23.4	17.2	5.4	4.3
Major Electric	14.6	12.1	3.9	3.3

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/11/09.

Major Natural Gas Distribution Companies

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through March 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Columbia	81	191	136%	209	183	-12%	453	408	-10%
Dominion Peoples	203	219	8%	351	241	-31%	468	516	10%
Equitable	181	148	-18%	205	147	-28%	439	362	-18%
National Fuel	55	49	-11%	204	125	-39%	238	159	-33%
Philadelphia Gas Works	501	795	59%	608	619	2%	1,349	1,558	16%
UGI Corp	96	83	-14%	193	337	75%	313	317	1%
UGI Penn Natural	25	29	16%	66	132	100%	87	174	100%
Total	1,142	1,514	33%	1,836	1,784	-3%	3,347	3,494	4%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	191	N/A	183	N/A
Dominion Peoples	219	N/A	241	N/A
Equitable	148	N/A	147	N/A
National Fuel	49	N/A	125	N/A
Philadelphia Gas Works	795	N/A	619	N/A
UGI Corp	83	N/A	337	N/A
UGI Penn Natural	29	N/A	132	N/A
Total	1,514		1,784	
Average		N/A		N/A

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 05/11/09.

N/A=Not Available

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Columbia	9.4	8.6	7.3	3.6
Dominion Peoples	23.7	14.0	14.7	6.5
Equitable	5.9	2.0	2.0	1.3
National Fuel	6.3	3.9	1.9	1.4
Philadelphia Gas Works	4.6	7.7	3.1	5.1
UGI Corp	14.5	19.4	6.2	7.4
UGI Penn Natural	64.2	33.7	9.3	10.5
Major Gas	18.4	12.8	6.4	5.1

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/11/09.

Major Water Utilities

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through March 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Aqua PA	93	106	14%	279	273	-2%	368	254	-31%
PA American	158	172	9%	441	326	-26%	446	306	-31%
Other Class A	5	9	80%	32	37	16%	38	27	-29%
Total	256	287	12%	752	636	-15%	852	587	-31%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	106	N/A	273	N/A
PA American	172	N/A	326	N/A
Other Class A	9	N/A	37	N/A
Total	287		636	
Average		N/A		N/A

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 05/11/09.

N/A=Not Available

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Aqua PA	32.9	13.3	25.0	11.2
PA American	3.0	2.9	1.4	1.2
Other Class A	3.0	15.1	3.6	12.7
Major Water	13.0	10.4	10.0	8.4

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/11/09.

Major Local Telephone Companies

Consumer Complaint, Payment Arrangement Request and Inquiry Statistics for Major Companies

January through March 2008/2009

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2008	2009	Percent Change	2008	2009	Percent Change	2008	2009	Percent Change
Cavalier	71	18	-75%	20	7	-65%	35	14	-60%
Embarq	55	30	-46%	7	5	-29%	81	56	-31%
Frontier Commonwealth	26	22	-15%	1	5	400%	26	37	42%
RCN	17	8	-53%	4	2	-50%	16	12	-25%
Verizon North	121	98	-19%	15	10	-33%	81	90	11%
Verizon PA	1,775	1,549	-13%	284	165	-42%	1,312	1,461	11%
Windstream	24	15	-38%	6	3	-50%	40	34	-15%
Total	2,089	1,740	-17%	337	197	-42%	1,591	1,704	7%

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Arrangement Requests

January through March 2009

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Cavalier	18	N/A	7	N/A
Embarq	30	N/A	5	N/A
Frontier Commonwealth	22	N/A	5	N/A
RCN	8	N/A	2	N/A
Verizon North	98	N/A	10	N/A
Verizon PA	1,549	N/A	165	N/A
Windstream	15	N/A	3	N/A
Total	1,740		197	
Average		N/A		N/A

*The ratio of consumer complaints or payment arrangement requests found justified to the number of consumer complaints or payment arrangement requests that BCS evaluated as of 05/11/09.

N/A=Not Available

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Arrangement Requests

January through March 2008/2009

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2008	2009*	2008	2009*
Cavalier	28.0	27.9	27.9	27.1
Embarq	14.7	6.5	9.2	7.6
Frontier Commonwealth	17.5	16.9	12.0	15.0
RCN	24.8	18.4	19.3	15.0
Verizon North	12.7	9.2	4.8	2.6
Verizon PA	12.6	9.5	6.7	4.2
Windstream	14.3	17.1	1.5	1.0
Major Telephone	17.8	15.1	11.6	10.4

*The 2009 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/11/09.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2009

ELECTRIC	Allegheny Power	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GAS	Columbia	Dominion Peoples	Equitable	National Fuel	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Title 66	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	N/A		N/A			N/A	
Title 66	N/A		N/A			N/A	
Total	N/A		N/A			N/A	
TELEPHONE	Cavalier	Embarq	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream
Chapter 63	2	0	0	0	4	177	0
Chapter 64	3	2	3	1	7	57	0
Total	5	2	3	1	11	234	0

* Infraction data on this page is accurate as of 05/18/09.
N/A=Not Available

Glossary of Terms

Consumer Complaints – Cases to BCS involving billing, service, rates and other issues not related to requests for payment terms.

Infraction – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

Inquiries – Consumer contacts to BCS that require no follow-up investigation beyond the initial contact.

Major Electric Distribution Companies – Electric distribution companies with more than 100,000 residential customers.

Major Local Telephone Companies – Local telephone companies with more than 50,000 residential customers.

Major Natural Gas Distribution Companies – Natural gas distribution companies with more than 100,000 residential customers.

Major Water Utilities – Non-municipal water utilities with annual revenues of \$1,000,000 or more for three years in a row (classified as “Class A”).

Payment Arrangement Requests (PARs) – Consumer requests for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.

Justified Consumer Complaints – A consumer complaint case where, prior to BCS intervention, the company did not comply with Commission Orders, policies, regulations, reports, Secretarial Letters, tariffs or guidelines when the consumer brought the complaint to the company’s attention.

Justified Payment Arrangement Requests – A payment arrangement request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines.

Response Time – The time span in days from the date BCS first contacts the utility regarding a complaint or PAR, to the date on which the utility provides BCS with its report.