

Quarterly Update to UCARE Report

January – June 2011

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 agreement 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 Agreement Requests and Inquiries by Industry

January through June 2011

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	2,957	376	20,817	99	21,726
Gas	1,204	137	4,853	46	4,727
Water	379	40	2,257	8	2,768
Telephone	1,489	196	226	6	3,585
Other	3	1	2	0	1,748
Total	6,032	750	28,155	159	34,554

*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 Agreement Request and Inquiry Statistics for Major Companies

January through June 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
Duquesne	278	341	23%	2,332	2,616	12%	2,343	2,745	17%
Met-Ed	201	327	63%	633	917	45%	1,294	1,626	26%
PECO	897	834	-7%	3,601	4,273	19%	5,074	6,025	19%
Penelec	138	275	99%	452	753	67%	957	1,528	60%
Penn Power	67	54	-19%	209	297	42%	363	458	26%
PPL	466	637	37%	8,212	10,284	25%	7,091	5,902	-17%
West Penn	256	213	-17%	1,191	1,292	9%	1,677	1,752	5%
Total	2,303	2,681	16%	16,630	20,432	23%	18,799	20,036	7%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	341	12%	2,616	1%
Met-Ed	327	5%	917	1%
PECO	834	17%	4,273	0%
Penelec	275	9%	753	1%
Penn Power	54	11%	297	3%
PPL	637	20%	10,284	8%
West Penn	213	13%	1,292	15%
Total	2,681		20,432	
Average		11%		4%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 7/29/11.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Duquesne	14.0	15.3	6.4	6.6
Met-Ed	11.2	11.5	2.2	2.4
PECO	12.9	8.4	4.3	3.1
Penelec	9.5	11.6	2.1	2.3
Penn Power	9.6	10.2	2.5	2.5
PPL	23.0	19.9	5.1	8.0
West Penn	10.9	7.3	7.0	3.2
Major Electric	13.0	12.0	4.2	4.0

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 7/29/11.

Major Natural Gas Distribution Companies

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

January through June 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
Columbia	122	127	4%	418	385	-8%	743	661	-11%
Equitable	120	93	-23%	691	497	-28%	767	419	-45%
National Fuel	52	62	19%	395	226	-43%	464	276	-41%
Peoples	124	90	-27%	391	224	-43%	518	300	-42%
Philadelphia Gas Works	540	587	9%	1,443	1,394	-3%	2,368	1,467	-38%
UGI Corp	120	88	-27%	1,223	1,162	-5%	898	606	-33%
UGI Penn Natural	110	72	-35%	1,062	813	-23%	621	425	-32%
Total	1,188	1,119	-6%	5,623	4,701	-16%	6,379	4,154	-35%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	127	12%	385	1%
Equitable	93	9%	497	3%
National Fuel	62	9%	226	4%
Peoples	90	9%	224	2%
Philadelphia Gas Works	587	8%	1,394	5%
UGI Corp	88	8%	1,162	4%
UGI Penn Natural	72	0%	813	2%
Total	1,119		4,701	
Average		9%		3%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 7/29/11.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Columbia	6.5	7.7	3.0	2.8
Equitable	3.5	1.7	1.5	1.0
National Fuel	5.8	5.8	3.7	2.3
Peoples	5.7	11.7	3.7	4.5
Philadelphia Gas Works	12.1	8.0	6.2	4.1
UGI Corp	52.9	4.8	24.4	1.0
UGI Penn Natural	33.5	2.2	10.1	0.4
Major Gas	17.1	6.0	7.5	2.3

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 7/29/11.

Major Water Utilities

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

January through June 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
Aqua PA	150	133	-11%	741	778	5%	686	432	-37%
PA American	324	219	-32%	1,603	1,362	-15%	1,209	1,488	23%
Other Class A	9	9	0%	47	90	92%	77	85	10%
Total	483	361	-25%	2,391	2,230	-7%	1,972	2,005	2%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	133	26%	778	5%
PA American	219	6%	1,362	12%
Other Class A	9	17%	90	0%
Total	361		2,230	
Average		13%		7%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 7/29/11.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011*	2010	2011*
Aqua PA	14.3	17.7	6.4	6.6
PA American	5.5	3.0	3.9	2.4
Other Class A	8.1	14.6	5.9	4.0
Major Water	9.3	11.8	5.4	4.3

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 7/29/11.

Major Local Telephone Companies

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

January through June 2010/2011

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2010	2011	Percent Change	2010	2011	Percent Change	2010	2011	Percent Change
CenturyLink	30	33	10%	4	3	-25%	74	60	-19%
Frontier Commonwealth	38	37	-3%	6	4	-33%	60	53	-12%
RCN	25	8	-68%	7	0	-100%	23	10	-57%
Verizon North*	71	61	-14%	9	7	-22%	182	145	-20%
Verizon PA*	1,438	1,208	-16%	248	179	-28%	3,006	2,534	-16%
Windstream	39	26	-33%	3	4	33%	56	48	-14%
Total	1,641	1,373	-16%	277	197	-29%	3,401	2,850	-16%

*At least part of the reduction in consumer complaints can be attributed to a trial project being conducted by the Commission with the Verizon companies. BCS is currently offering all Verizon customers calling with a service issue, the voluntary option of being transferred to a special Verizon team that immediately begins working to resolve the customer's complaint. If a customer chooses the voluntary transfer, BCS categorizes the contact as an "inquiry" rather than as a "consumer complaint."

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	33	33%	3	50%
Frontier Commonwealth	37	70%	4	0%
RCN	8	0%	0	0%
Verizon North	61	46%	7	25%
Verizon PA	1,208	60%	179	11%
Windstream	26	58%	4	67%
Total	1,373		197	
Average		58%		14%

*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 7/29/11.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
CenturyLink	16.7	25.7	0.5	23.7
Frontier Commonwealth	26.1	17.6	20.7	7.3
RCN	13.8	10.8	9.4	0.0
Verizon North	17.9	21.0	6.7	13.0
Verizon PA	14.5	21.7	8.2	15.3
Windstream	21.2	22.4	21.7	25.0
Major Telephone	18.4	19.9	11.2	14.1

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 7/29/11.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through June 2011

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	18	7	22	4	2	7	10
Title 66	0	0	2	1	1	0	0
Total	18	7	24	5	3	7	10
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	5	3	4	14	0	2	0
Title 66	1	0	0	0	0	1	0
Total	6	3	4	14	0	3	0
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	9		2		0		
Title 66	0		0		1		
Total	9		2		1		
TELEPHONE	CenturyLink	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream	
Chapter 63	0	9	2	29	585	5	
Chapter 64	24	15	2	13	363	20	
Total	24	24	4	42	948	25	

Infraction data on this page is accurate as of 8/8/11.

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 Agreement 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 Agreement Requests – A payment agreement 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.