

Quarterly Update to UCARE Report

January – September 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 September 2011

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	4,853	586	34,193	166	32,543
Gas	1,737	177	8,541	68	7,155
Water	568	51	3,480	8	3,778
Telephone	2,503	348	354	7	5,199
Other	3	1	4	0	2,515
Total	9,664	1,163	46,572	249	51,190

*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 September 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	444	584	32%	3,706	4,339	17%	3,692	4,174	13%
Met-Ed	343	558	63%	1,173	1,627	39%	2,211	2,581	17%
PECO	1,399	1,339	-4%	6,408	7,105	11%	8,622	8,950	4%
Penelec	239	434	82%	847	1,417	67%	1,562	2,237	43%
Penn Power	97	91	-6%	365	533	46%	603	630	5%
PPL	724	961	33%	13,991	16,405	17%	10,267	9,046	-12%
West Penn	422	364	-14%	2,121	2,090	-2%	2,676	2,457	-8%
Total	3,668	4,331	18%	28,611	33,516	17%	29,633	30,075	2%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	584	10%	4,339	1%
Met-Ed	558	7%	1,627	1%
PECO	1,339	17%	7,105	0%
Penelec	434	7%	1,417	2%
Penn Power	91	9%	533	3%
PPL	961	9%	16,405	7%
West Penn	364	12%	2,090	9%
Total	4,331		33,516	
Average		10%		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 11/04/11.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Duquesne	15.6	17.7	7.7	9.2
Met-Ed	11.1	11.5	2.0	2.5
PECO	12.2	8.3	4.3	3.1
Penelec	9.2	11.8	2.0	2.5
Penn Power	9.4	9.7	2.2	2.6
PPL	22.4	20.2	6.8	8.6
West Penn	12.8	11.4	9.5	4.2
Major Electric	13.2	12.9	4.9	4.7

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/04/11.

Major Natural Gas Distribution Companies

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

January through September 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	176	174	-1%	651	637	-2%	1,009	874	-13%
Equitable	169	129	-24%	1,138	920	-19%	1,208	638	-47%
National Fuel	99	93	-6%	691	401	-42%	751	424	-44%
Peoples	192	127	-34%	654	246	-62%	792	356	-55%
Philadelphia Gas Works	737	853	16%	2,316	2,475	7%	3,483	2,403	-31%
UGI Corp	174	134	-23%	1,892	2,120	12%	1,300	987	-24%
UGI Penn Natural	179	106	-41%	1,666	1,440	-14%	1,004	639	-36%
Total	1,726	1,616	-6%	9,008	8,239	-9%	9,547	6,321	-34%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	174	10%	637	<1%
Equitable	129	9%	920	3%
National Fuel	93	7%	401	6%
Peoples	127	10%	246	3%
Philadelphia Gas Works	853	11%	2,475	3%
UGI Corp	134	7%	2,120	3%
UGI Penn Natural	106	5%	1,440	2%
Total	1,616		8,239	
Average		10%		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 11/04/11.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011 *	2010	2011 *
Columbia	6.7	7.7	3.7	2.6
Equitable	3.9	2.5	2.1	1.1
National Fuel	9.6	6.8	4.6	2.6
Peoples	5.8	12.0	4.0	4.8
Philadelphia Gas Works	12.7	9.9	6.1	5.0
UGI Corp	43.8	5.0	20.1	1.0
UGI Penn Natural	34.3	3.9	9.5	0.8
Major Gas	16.7	6.8	7.2	2.6

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/04/11.

Major Water Utilities

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

January through September 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	222	205	-8%	1,118	1,141	2%	941	639	-32%
PA American	466	324	-31%	2,588	2,172	-16%	1,828	1,879	3%
Other Class A	17	12	-29%	92	131	42%	128	115	-10%
Total	705	541	-23%	3,798	3,444	-9%	2,897	2,633	-9%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	205	23%	1,141	5%
PA American	324	13%	2,172	8%
Other Class A	12	14%	131	0%
Total	541		3,444	
Average		16%		6%

*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 11/04/11.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011*	2010	2011*
Aqua PA	14.4	15.9	5.3	5.6
PA American	7.2	3.2	4.9	1.9
Other Class A	6.9	14.7	5.1	4.1
Major Water	9.5	11.3	5.1	3.9

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/04/11.

Major Local Telephone Companies

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

January through September 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	50	58	16%	5	8	60%	106	79	-26%
Frontier Commonwealth	51	59	16%	7	6	-14%	89	67	-25%
RCN	32	14	-56%	7	2	-71%	33	13	-61%
Verizon North*	107	89	-17%	12	13	8%	252	183	-27%
Verizon PA*	2,095	2,040	-3%	398	266	-33%	4,499	3,752	-17%
Windstream	58	50	-14%	7	7	0%	77	65	-16%
Total	2,393	2,310	-4%	436	302	-31%	5,056	4,159	-18%

*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 September 2011

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	58	43%	8	50%
Frontier Commonwealth	59	70%	6	20%
RCN	14	60%	2	0%
Verizon North	89	58%	13	20%
Verizon PA	2,040	55%	266	9%
Windstream	50	56%	7	67%
Total	2,310		302	
Average		55%		12%

*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 11/04/11.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2010/2011

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2010	2011*	2010	2011*
CenturyLink	17.0	23.8	0.8	16.8
Frontier Commonwealth	23.7	13.6	20.3	5.8
RCN	14.7	11.5	9.4	3.0
Verizon North	20.7	19.3	10.3	8.5
Verizon PA	17.3	18.3	12.1	11.9
Windstream	21.6	18.4	14.7	17.1
Major Telephone	19.2	17.5	11.3	10.5

*The 2011 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/04/11.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	26	22	38	14	3	14	20
Title 66	6	2	5	2	3	3	2
Total	32	24	43	16	6	17	22
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	6	4	5	22	0	4	3
Title 66	1	2	0	1	0	1	2
Total	7	6	5	23	0	5	5
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	16		11		0		
Title 66	2		0		1		
Total	18		11		1		
TELEPHONE	CenturyLink	Frontier Commonwealth	RCN	Verizon North	Verizon PA	Windstream	
Chapter 63	8	33	3	62	1,264	14	
Chapter 64	40	60	21	39	752	33	
Total	48	93	24	101	2,016	47	

Infraction data on this page is accurate as of 11/15/11.

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.