

Quarterly Update to UCARE Report

January – June 2013

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.

Table of Contents

<u>Introduction</u>	2
<u>BCS Activity</u>	
▪ Electric, Gas, Water and Telephone	4
<u>Major Electric Distribution Companies</u>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies	5
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests	6
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests	7
<u>Major Natural Gas Distribution Companies</u>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies	8
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests	9
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests	10
<u>Major Water Utilities</u>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies	11
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests	12
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests	13
<u>Major Local Telephone Companies</u>	
▪ Consumer Complaint, Payment Agreement Request and Inquiry Statistics for Major Companies	14
▪ Percent of Justified Residential Consumer Complaints/Payment Agreement Requests	15
▪ Response Time to Residential Consumer Complaints/Payment Agreement Requests	16
<u>Compliance—Residential Verified Infraction Statistics by Industry</u>	
▪ Major Electric Distribution Companies	17
▪ Major Natural Gas Distribution Companies.....	17
▪ Major Water Utilities.....	17
▪ Major Local Telephone Companies.....	17
<u>Glossary of Terms</u>	18

BCS Activity

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

January through June 2013

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	3,531	337	18,674	92	20,093
Gas	1,131	112	5,935	52	4,137
Water	268	25	2,123	5	2,043
Telephone	876	153	167	0	1,378
Other	5	0	2	0	1,163
Total	5,811	627	26,901	149	28,814

*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 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
Duquesne	418	283	-32%	3,164	2,784	-12%	3,096	2,990	-3%
Met-Ed	633	430	-32%	1,213	1,221	1%	1,945	1,841	-5%
PECO	807	625	-23%	3,696	3,192	-14%	4,759	4,313	-9%
Penelec	403	334	-17%	1,037	1,184	14%	2,030	1,786	-12%
Penn Power	82	54	-34%	275	303	10%	568	428	-25%
PPL	500	357	-29%	8,310	8,701	5%	5,412	4,217	-22%
West Penn	286	519	81%	697	848	22%	1,802	2,052	14%
Total	3,129	2,602	-17%	18,392	18,233	-1%	19,612	17,627	-10%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	283	8%	2,784	2%
Met-Ed	430	10%	1,221	6%
PECO	625	6%	3,192	2%
Penelec	334	2%	1,184	4%
Penn Power	54	0%	303	4%
PPL	357	0%	8,701	5%
West Penn	519	11%	848	5%
Total	2,602		18,233	
Average		7%		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 08/02/13.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Duquesne	17.2	1.9	8.9	1.0
Met-Ed	15.5	15.9	7.1	6.2
PECO	7.7	8.9	2.7	3.0
Penelec	14.9	14.3	7.3	6.3
Penn Power	12.9	15.7	6.7	5.1
PPL	18.6	16.8	6.3	10.9
West Penn	12.5	14.6	4.2	5.2
Major Electric	14.2	12.6	6.2	5.4

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/02/13.

Major Natural Gas Distribution Companies

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

January through June 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
Columbia	114	109	-4%	426	492	15%	474	396	-16%
Equitable	89	75	-16%	518	606	17%	419	386	-8%
National Fuel	43	47	9%	249	335	35%	245	205	-16%
Peoples	161	127	-21%	318	296	-7%	366	324	-11%
Philadelphia Gas Works	728	568	-22%	2,032	2,041	<1%	1,519	1,571	3%
UGI Corp	99	76	-23%	1,164	1,197	3%	539	516	-4%
UGI Penn Natural	64	41	-36%	742	765	3%	318	285	-10%
Total	1,298	1,043	-20%	5,449	5,732	5%	3,880	3,683	-5%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	109	10%	492	1%
Equitable	75	8%	606	2%
National Fuel	47	0%	335	4%
Peoples	127	11%	296	6%
Philadelphia Gas Works	568	20%	2,041	5%
UGI Corp	76	0%	1,197	5%
UGI Penn Natural	41	0%	765	4%
Total	1,043		5,732	
Average		9%		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 08/02/13.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Columbia	5.8	5.7	1.8	2.0
Equitable	2.5	1.9	1.1	0.6
National Fuel	5.4	9.8	2.7	7.5
Peoples	11.9	2.0	5.2	1.1
Philadelphia Gas Works	18.5	13.6	9.9	8.8
UGI Corp	4.3	13.4	1.2	3.9
UGI Penn Natural	5.4	10.4	0.9	4.2
Major Gas	7.7	8.1	3.3	4.0

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/02/13.

Major Water Utilities

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

January through June 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
Aqua PA	109	93	-15%	774	626	-19%	371	299	-19%
PA American	217	152	-30%	1,309	1,384	6%	542	1,014	87%
Other Class A	16	13	-19%	110	86	-22%	59	69	17%
Total	342	258	-25%	2,193	2,096	-4%	972	1,382	42%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	93	21%	626	7%
PA American	152	25%	1,384	8%
Other Class A	13	17%	86	0%
Total	258		2,096	
Average		23%		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 08/02/13.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Aqua PA	6.2	8.0	2.3	5.0
PA American	8.5	3.7	4.9	1.8
Other Class A	5.1	7.4	4.8	5.0
Major Water	6.6	6.4	4.0	3.9

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/02/13.

Major Local Telephone Companies

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

January through June 2012/2013

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2012	2013	Percent Change	2012	2013	Percent Change	2012	2013	Percent Change
CenturyLink	43	31	-28%	16	20	25%	64	52	-19%
Frontier Commonwealth	39	30	-23%	4	4	0%	46	28	-39%
Verizon North*	44	53	20%	4	4	0%	75	51	-32%
Verizon PA*	981	682	-30%	147	129	-12%	1,220	853	-30%
Windstream	31	27	-13%	3	4	33%	39	44	13%
Total	1,138	823	-28%	174	161	-7%	1,444	1,028	-29%

*A trial project is 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. Prior to 2013, if a customer chose the voluntary transfer, BCS categorized the contact as an "inquiry" rather than as a "consumer complaint." Beginning January 1, 2013, if a customer chooses the voluntary transfer, the contact is now classified as a "consumer complaint."

Major Local Telephone Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	31	25%	20	0%
Frontier Commonwealth	30	48%	4	0%
Verizon North	53	42%	4	0%
Verizon PA	682	29%	129	5%
Windstream	27	57%	4	0%
Total	823		161	
Average		32%		5%

*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 08/02/13.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
CenturyLink	12.9	19.8	6.2	15.5
Frontier Commonwealth	7.2	13.7	6.0	8.0
Verizon North	13.9	11.3	9.5	4.3
Verizon PA	15.6	11.0	8.3	2.5
Windstream	23.7	26.9	14.0	25.8
Major Telephone	14.7	16.5	8.8	11.2

*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/02/13.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through June 2013

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	0	6	0	1	0	1	1
Title 66	0	0	0	0	0	0	0
Total	0	6	0	1	0	1	1
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	0	0	0	0	0	0	0
Title 66	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	0		0			0	
Title 66	0		0			0	
Total	0		0			0	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	5	5	11	37	26		
Chapter 64	2	2	0	14	5		
Total	7	7	11	51	31		

Infraction data on this page is accurate as of 08/13/13.

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.