

# **Quarterly Update to UCARE Report**

**January – September 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.

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## BCS Activity

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

January through September 2013

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	5,243	487	32,407	132	29,637
Gas	1,694	155	10,709	77	7,041
Water	415	34	3,371	7	2,880
Telephone	1,375	216	266	2	2,007
Other	8	0	6	0	1,689
<b>Total</b>	<b>8,735</b>	<b>892</b>	<b>46,759</b>	<b>218</b>	<b>43,254</b>

\*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 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	666	432	-35%	4,790	4,233	-12%	4,563	4,105	-10%
Met-Ed	900	625	-31%	1,912	2,074	8%	2,738	2,558	-7%
PECO	1,261	982	-22%	6,145	5,657	-8%	7,781	6,324	-19%
Penelec	583	482	-17%	1,703	1,983	16%	2,821	2,485	-12%
Penn Power	129	77	-40%	503	530	5%	754	603	-20%
PPL	757	560	-26%	12,850	15,891	24%	7,800	7,266	-7%
West Penn	664	758	14%	1,145	1,375	20%	2,738	2,925	7%
<b>Total</b>	<b>4,960</b>	<b>3,916</b>	<b>-21%</b>	<b>29,048</b>	<b>31,743</b>	<b>9%</b>	<b>29,195</b>	<b>26,266</b>	<b>-10%</b>

## Major Electric Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	432	10%	4,233	2%
Met-Ed	625	17%	2,074	5%
PECO	982	17%	5,657	2%
Penelec	482	17%	1,983	5%
Penn Power	77	11%	530	3%
PPL	560	10%	15,891	5%
West Penn	758	20%	1,375	5%
<b>Total</b>	<b>3,916</b>		<b>31,743</b>	
<b>Average</b>		<b>16%</b>		<b>4%</b>

\*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 11/08/13.

## Major Electric Distribution Companies

### Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Duquesne	19.2	3.2	10.0	1.0
Met-Ed	16.0	16.8	7.4	6.1
PECO	7.4	8.6	2.7	2.9
Penelec	15.5	15.5	7.3	6.0
Penn Power	12.9	16.0	7.2	5.2
PPL	18.5	18.3	6.6	10.0
West Penn	17.6	16.0	6.5	5.5
<b>Major Electric</b>	<b>15.3</b>	<b>13.5</b>	<b>6.8</b>	<b>5.2</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/08/13.

## Major Natural Gas Distribution Companies

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

January through September 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	176	138	-22%	661	847	28%	690	617	-11%
Equitable	138	114	-17%	805	1,115	39%	634	662	4%
National Fuel	76	74	-3%	456	611	34%	384	355	-8%
Peoples	249	195	-22%	439	473	8%	477	552	16%
Philadelphia Gas Works	1,053	860	-18%	3,208	3,882	21%	2,530	2,909	15%
UGI Corp	159	121	-24%	1,850	2,095	13%	830	796	-4%
UGI Penn Natural	98	67	-32%	1,226	1,329	8%	483	495	2%
<b>Total</b>	<b>1,949</b>	<b>1,569</b>	<b>-19%</b>	<b>8,645</b>	<b>10,352</b>	<b>20%</b>	<b>6,028</b>	<b>6,386</b>	<b>6%</b>



## Major Natural Gas Distribution Companies

### Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
Columbia	138	7%	847	1%
Equitable	114	6%	1,115	2%
National Fuel	74	19%	611	3%
Peoples	195	20%	473	5%
Philadelphia Gas Works	860	23%	3,882	4%
UGI Corp	121	6%	2,095	5%
UGI Penn Natural	67	10%	1,329	7%
<b>Total</b>	<b>1,569</b>		<b>10,352</b>	
<b>Average</b>		<b>14%</b>		<b>3%</b>

\*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 11/08/13.

# Major Natural Gas Distribution Companies

## Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Columbia	5.3	5.4	1.9	1.9
Equitable	2.7	2.3	1.0	0.8
National Fuel	5.0	9.9	2.6	6.6
Peoples	9.8	1.9	4.5	1.1
Philadelphia Gas Works	19.8	17.2	10.6	10.2
UGI Corp	4.9	13.8	1.3	3.6
UGI Penn Natural	5.4	11.8	1.1	4.1
<b>Major Gas</b>	<b>7.6</b>	<b>8.9</b>	<b>3.3</b>	<b>4.0</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/08/13.

## Major Water Utilities

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

January through September 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	204	137	-33%	1,228	954	-22%	612	436	-29%
PA American	315	245	-22%	2,110	2,218	5%	908	1,352	49%
Other Class A	28	17	-39%	175	160	-9%	100	107	7%
<b>Total</b>	<b>547</b>	<b>399</b>	<b>-27%</b>	<b>3,513</b>	<b>3,332</b>	<b>-5%</b>	<b>1,620</b>	<b>1,895</b>	<b>17%</b>

# Major Water Utilities

## Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	137	25%	954	6%
PA American	245	24%	2,218	12%
Other Class A	17	14%	160	3%
<b>Total</b>	<b>399</b>		<b>3,332</b>	
<b>Average</b>		<b>24%</b>		<b>9%</b>

\*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 11/08/13.

# Major Water Utilities

## Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
Aqua PA	6.8	8.4	2.5	5.4
PA American	7.1	4.4	3.8	2.8
Other Class A	5.7	8.1	4.8	4.6
<b>Major Water</b>	<b>6.5</b>	<b>7.0</b>	<b>3.7</b>	<b>4.3</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/08/13.

## Major Local Telephone Companies

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

January through September 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	66	43	-35%	19	27	42%	96	74	-23%
Frontier Commonwealth	54	46	-15%	10	6	-40%	67	38	-43%
Verizon North*	75	78	4%	8	8	0%	107	80	-25%
Verizon PA*	1,526	1,070	-30%	219	204	-7%	2,018	1,244	-38%
Windstream	52	66	27%	6	6	0%	70	59	-16%
<b>Total</b>	<b>1,773</b>	<b>1,303</b>	<b>-27%</b>	<b>262</b>	<b>251</b>	<b>-4%</b>	<b>2,358</b>	<b>1,495</b>	<b>-37%</b>

\*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 01/01/13, 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 September 2013

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated) *	Number Received	Percent Justified (Closed & Evaluated) *
CenturyLink	43	37%	27	56%
Frontier Commonwealth	46	63%	6	0%
Verizon North	78	45%	8	0%
Verizon PA	1,070	36%	204	4%
Windstream	66	52%	6	100%
<b>Total</b>	<b>1,303</b>		<b>251</b>	
<b>Average</b>		<b>39%</b>		<b>9%</b>

\*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 11/08/13.

## Major Local Telephone Companies

### Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2012/2013

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2012	2013*	2012	2013*
CenturyLink	13.4	19.3	6.4	15.0
Frontier Commonwealth	8.0	12.4	6.7	7.2
Verizon North	14.7	11.4	11.5	9.0
Verizon PA	16.2	10.6	8.1	2.9
Windstream	23.1	27.1	21.2	23.0
<b>Major Telephone</b>	<b>15.1</b>	<b>16.2</b>	<b>10.8</b>	<b>11.4</b>

\*The 2013 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/08/13.



# Compliance

## Residential Verified Infraction Statistics by Industry Cases Opened January through September 2013

<b>ELECTRIC</b>	<b>Duquesne</b>	<b>Met-Ed</b>	<b>PECO</b>	<b>Penelec</b>	<b>Penn Power</b>	<b>PPL</b>	<b>West Penn</b>
Chapter 56	12	80	17	51	8	12	110
Title 66	0	1	1	0	0	0	0
<b>Total</b>	<b>12</b>	<b>81</b>	<b>18</b>	<b>51</b>	<b>8</b>	<b>12</b>	<b>110</b>
<b>GAS</b>	<b>Columbia</b>	<b>Equitable</b>	<b>National Fuel</b>	<b>Peoples</b>	<b>Philadelphia Gas Works</b>	<b>UGI Corp</b>	<b>UGI Penn Natural</b>
Chapter 56	4	3	6	25	47	1	2
Title 66	0	0	1	0	6	1	1
<b>Total</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>25</b>	<b>53</b>	<b>2</b>	<b>3</b>
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>		<b>Other Class A</b>		
Chapter 56	40		41		1		
Title 66	1		0		0		
<b>Total</b>	<b>41</b>		<b>41</b>		<b>1</b>		
<b>TELEPHONE</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>		
Chapter 63	6	19	44	453	49		
Chapter 64	24	27	8	135	11		
<b>Total</b>	<b>30</b>	<b>46</b>	<b>52</b>	<b>588</b>	<b>60</b>		

Infraction data on this page is accurate as of 11/25/13.

## 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.