

Quarterly Update to UCARE Report

January – March 2014

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 March 2014

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	6,228	493	5,612	115	14,740
Gas	652	59	1,515	24	1,392
Water	151	14	473	2	443
Telephone	270	35	45	0	443
Other	6	0	7	0	509
Total	7,307	601	7,652	141	17,527

*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 March 2013/2014

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2013	2014	Percent Change	2013	2014	Percent Change	2013	2014	Percent Change
Duquesne	102	106	4%	945	658	-30%	1,287	588	-54%
Met-Ed	186	374	101%	277	635	129%	888	739	-17%
PECO	273	322	18%	543	832	53%	2,308	1,141	-51%
Penelec	145	226	56%	276	596	116%	848	551	-35%
Penn Power	27	34	26%	73	114	56%	219	116	-47%
PPL	155	297	92%	1,149	1,509	31%	1,321	1,181	-11%
West Penn	237	248	5%	252	411	63%	1,078	628	-42%
Total	1,125	1,607	43%	3,515	4,755	35%	7,949	4,944	-38%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	106	N/A	658	N/A
Met-Ed	374	N/A	635	N/A
PECO	322	N/A	832	N/A
Penelec	226	N/A	596	N/A
Penn Power	34	N/A	114	N/A
PPL	297	N/A	1,509	N/A
West Penn	248	N/A	411	N/A
Total	1,607		4,755	
Average		N/A		N/A

*N/A – Not Available.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Duquesne	2.2	3.1	1.1	1.0
Met-Ed	11.3	16.6	3.2	9.6
PECO	9.0	9.6	3.4	3.6
Penelec	10.1	16.3	3.9	9.7
Penn Power	11.5	13.9	4.2	8.3
PPL	12.6	16.2	6.7	7.8
West Penn	10.8	17.0	3.4	7.7
Major Electric	9.6	13.2	3.7	6.8

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/2014.

Major Natural Gas Distribution Companies

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

January through March 2013/2014

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2013	2014	Percent Change	2013	2014	Percent Change	2013	2014	Percent Change
Columbia	45	46	2%	128	136	6%	169	102	-40%
Equitable	34	32	-6%	86	79	-8%	139	50	-64%
National Fuel	15	23	53%	46	53	15%	67	52	-22%
Peoples	55	31	-44%	27	52	93%	120	81	-33%
Philadelphia Gas Works	260	301	16%	318	663	108%	464	542	17%
UGI Corp	33	43	30%	376	269	-28%	239	134	-44%
UGI Penn Natural	18	32	78%	228	208	-9%	101	82	-19%
Total	460	508	10%	1,209	1,460	21%	1,299	1,043	-20%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	46	N/A	136	N/A
Equitable	32	N/A	79	N/A
National Fuel	23	N/A	53	N/A
Peoples	31	N/A	52	N/A
Philadelphia Gas Works	301	N/A	663	N/A
UGI Corp	43	N/A	269	N/A
UGI Penn Natural	32	N/A	208	N/A
Total	508		1,460	
Average		N/A		N/A

*N/A – Not Available.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Columbia	6.2	4.7	1.9	0.8
Equitable	2.1	2.7	0.6	1.2
National Fuel	4.4	16.5	2.7	12.3
Peoples	2.0	2.0	1.1	1.3
Philadelphia Gas Works	8.2	13.4	4.8	7.1
UGI Corp	10.0	6.3	2.3	2.2
UGI Penn Natural	3.8	5.5	2.5	2.0
Major Gas	5.2	7.3	2.3	3.8

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/2014.

Major Water Utilities

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

January through March 2013/2014

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2013	2014	Percent Change	2013	2014	Percent Change	2013	2014	Percent Change
Aqua PA	47	29	-38%	327	209	-36%	164	83	-49%
PA American	65	107	65%	429	208	-52%	244	128	-48%
Other Class A	7	6	-14%	47	47	0%	34	21	-38%
Total	119	142	19%	803	464	-42%	442	232	-48%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through March 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	29	N/A	209	N/A
PA American	107	N/A	208	N/A
Other Class A	6	N/A	47	N/A
Total	142		464	
Average		N/A		N/A

*N/A – Not Available.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Aqua PA	7.9	13.0	5.2	10.2
PA American	2.1	5.7	0.8	4.5
Other Class A	7.4	9.7	6.2	3.7
Major Water	5.8	9.5	4.1	6.1

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/2014.

Major Local Telephone Companies

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

January through March 2013/2014

Company	Residential Consumer Complaints			Residential Payment Agreement Requests			Inquiries (Residential & Commercial)		
	2013	2014	Percent Change	2013	2014	Percent Change	2013	2014	Percent Change
CenturyLink	15	11	-27%	10	2	-80%	35	13	-63%
Frontier Commonwealth	16	9	-44%	2	1	-50%	13	7	-46%
Verizon North*	23	6	-74%	1	2	100%	23	17	-26%
Verizon PA*	357	211	-41%	60	36	-40%	505	253	-50%
Windstream	12	7	-42%	2	2	0%	27	11	-59%
Total	423	244	-42%	75	43	-43%	603	301	-50%

*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 March 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	11	N/A	2	N/A
Frontier Commonwealth	9	N/A	1	N/A
Verizon North	6	N/A	2	N/A
Verizon PA	211	N/A	36	N/A
Windstream	7	N/A	2	N/A
Total	244		43	
Average		N/A		N/A

*N/A – Not Available.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through March 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
CenturyLink	20.0	7.9	17.9	9.0
Frontier Commonwealth	12.9	5.6	8.0	6.0
Verizon North	14.7	5.8	3.0	0.5
Verizon PA	13.6	6.8	2.9	1.3
Windstream	27.0	18.9	22.5	9.5
Major Telephone	17.6	9.0	10.9	5.3

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 05/02/14.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through March 2014

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
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	Equitable	National Fuel	Peoples	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	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	N/A	N/A	N/A	N/A	N/A		
Chapter 64	N/A	N/A	N/A	N/A	N/A		
Total	N/A	N/A	N/A	N/A	N/A		

*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 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.