

Quarterly Update to UCARE Report

January – June 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 June 2014

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	10,253	756	22,030	252	25,067
Gas	1,634	118	7,256	87	4,205
Water	338	26	1,424	6	989
Telephone	510	58	58	1	706
Other	13	1	24	1	1,001
Total	12,748	959	30,792	347	31,968

*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 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	276	314	14%	2,783	1,859	-33%	3,012	1,297	-57%
Met-Ed	423	755	78%	1,219	1,856	52%	1,856	1,555	-16%
PECO	619	954	54%	3,189	3,904	22%	4,352	3,038	-30%
Penelec	328	476	45%	1,183	1,698	44%	1,798	1,228	-32%
Penn Power	53	75	42%	303	341	13%	433	256	-41%
PPL	352	1,141	224%	8,695	9,250	6%	4,259	3,915	-8%
West Penn	514	456	-11%	848	1,113	31%	2,069	1,235	-40%
Total	2,565	4,171	63%	18,220	20,021	10%	17,779	12,524	-30%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	314	0%	1,859	4%
Met-Ed	755	1%	1,856	8%
PECO	954	0%	3,904	5%
Penelec	476	5%	1,698	6%
Penn Power	75	0%	341	5%
PPL	1,141	0%	9,250	3%
West Penn	456	4%	1,113	4%
Total	4,171		20,021	
Average		2%		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 09/26/14.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Duquesne	2.2	3.3	1.0	1.7
Met-Ed	15.9	17.5	6.1	10.2
PECO	8.9	8.9	3.0	4.1
Penelec	14.3	16.7	6.4	10.1
Penn Power	15.7	14.8	5.1	7.8
PPL	17.0	19.7	10.9	18.5
West Penn	14.6	16.9	5.2	8.7
Major Electric	12.7	14.0	5.4	8.7

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/26/14.

Major Natural Gas Distribution Companies

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

January through June 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	110	104	-5%	489	412	-16%	399	311	-22%
Equitable	74	88	19%	605	519	-14%	392	188	-52%
National Fuel	47	65	38%	335	256	-24%	205	159	-22%
Peoples	126	93	-26%	295	380	29%	326	292	-10%
Philadelphia Gas Works	560	808	44%	2,039	3,402	67%	1,596	1,977	24%
UGI Corp	75	157	109%	1,197	1,144	-4%	518	412	-20%
UGI Penn Natural	39	112	187%	766	841	10%	288	254	-12%
Total	1,031	1,427	38%	5,726	6,954	21%	3,724	3,593	-4%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	104	7%	412	3%
Equitable	88	0%	519	0%
National Fuel	65	0%	256	5%
Peoples	93	0%	380	5%
Philadelphia Gas Works	808	11%	3,402	3%
UGI Corp	157	0%	1,144	3%
UGI Penn Natural	112	0%	841	6%
Total	1,427		6,954	
Average		4%		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 09/26/14.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Columbia	5.6	5.6	2.0	1.5
Equitable	1.9	2.2	0.7	1.1
National Fuel	9.8	17.8	7.5	14.1
Peoples	2.0	4.3	1.1	3.9
Philadelphia Gas Works	13.6	16.5	8.8	9.7
UGI Corp	13.5	7.6	3.9	3.7
UGI Penn Natural	10.7	9.1	4.2	4.4
Major Gas	8.2	9.0	4.0	5.5

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/26/14.

Major Water Utilities

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

January through June 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	94	79	-16%	626	443	-29%	299	160	-46%
PA American	150	223	49%	1,383	851	-38%	1,022	350	-66%
Other Class A	15	16	7%	84	109	30%	69	42	-39%
Total	259	318	23%	2,093	1,403	-33%	1,390	552	-60%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through June 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	79	39%	443	2%
PA American	223	45%	851	11%
Other Class A	16	38%	109	0%
Total	318		1,403	
Average		44%		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 09/26/14.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Aqua PA	8.0	14.3	5.1	10.9
PA American	3.4	9.4	1.8	6.2
Other Class A	6.7	13.1	5.1	2.8
Major Water	6.0	12.3	4.0	6.6

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/26/14.

Major Local Telephone Companies

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

January through June 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	32	18	-44%	19	5	-74%	52	19	-63%
Frontier Commonwealth	30	17	-43%	4	1	-75%	28	13	-54%
Verizon North*	56	20	-64%	4	2	-50%	51	23	-55%
Verizon PA*	677	397	-41%	129	45	-65%	857	389	-55%
Windstream	27	11	-59%	4	2	-50%	44	16	-64%
Total	822	463	-44%	160	55	-66%	1,032	460	-55%

*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 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	18	23%	5	25%
Frontier Commonwealth	17	43%	1	0%
Verizon North	20	17%	2	0%
Verizon PA	397	37%	45	6%
Windstream	11	50%	2	0%
Total	463		55	
Average		36%		8%

*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 09/26/14.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through June 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
CenturyLink	19.8	13.3	15.3	15.4
Frontier Commonwealth	13.7	11.3	8.0	6.0
Verizon North	11.8	6.2	4.3	0.5
Verizon PA	11.0	7.8	2.5	2.9
Windstream	26.9	16.8	25.8	9.5
Major Telephone	16.6	11.1	11.2	6.9

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/26/14.

Compliance

Residential Verified Infraction Statistics by Industry Cases Opened January through June 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	28		97			5	
Title 66	0		0			0	
Total	28		97			5	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	1	0	1	25	1		
Chapter 64	1	11	1	13	0		
Total	2	11	2	38	1		

Infraction data on this page is accurate as of 10/01/14.

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.