

Quarterly Update to UCARE Report

January – September 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.

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 September 2014

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	12,569	863	35,365	337	30,978
Gas	2,265	149	12,481	119	6,178
Water	517	29	3,389	12	1,517
Telephone	767	89	86	1	974
Other	16	1	26	1	1,263
Total	16,134	1,131	51,347	470	40,910

*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 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	429	489	14%	4,231	3,081	-27%	4,130	1,814	-56%
Met-Ed	624	1,021	64%	2,069	3,005	45%	2,574	2,247	-13%
PECO	974	1,405	44%	5,644	6,816	21%	6,386	4,172	-35%
Penelec	477	665	39%	1,978	2,757	39%	2,502	1,836	-27%
Penn Power	75	139	85%	531	613	15%	608	397	-35%
PPL	549	1,613	194%	15,887	14,771	-7%	7,333	5,387	-27%
West Penn	754	688	-9%	1,374	1,886	37%	2,944	1,828	-38%
Total	3,882	6,020	55%	31,714	32,929	4%	26,477	17,681	-33%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	489	0%	3,081	3%
Met-Ed	1,021	10%	3,005	8%
PECO	1,405	0%	6,816	7%
Penelec	665	3%	2,757	4%
Penn Power	139	0%	613	8%
PPL	1,613	0%	14,771	3%
West Penn	688	6%	1,886	6%
Total	6,020		32,929	
Average		5%		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 11/14/14.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Duquesne	3.2	3.6	1.0	1.8
Met-Ed	16.8	17.3	6.1	10.5
PECO	8.6	9.0	2.9	4.3
Penelec	15.4	16.7	6.0	10.2
Penn Power	15.9	15.4	5.3	9.0
PPL	18.3	20.0	10.0	19.6
West Penn	16.0	18.1	5.5	9.4
Major Electric	13.5	14.3	5.3	9.3

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/14/14.

Major Natural Gas Distribution Companies

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

January through September 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	139	140	1%	845	635	-25%	620	476	-23%
Equitable	112	138	23%	1,114	885	-21%	671	300	-55%
National Fuel	72	84	17%	611	479	-22%	357	230	-36%
Peoples	193	137	-29%	473	664	40%	555	517	-7%
Philadelphia Gas Works	854	1,126	32%	3,872	5,974	54%	2,951	2,975	1%
UGI Corp	121	238	97%	2,092	2,009	-4%	802	587	-27%
UGI Penn Natural	62	156	152%	1,326	1,315	-1%	505	336	-33%
Total	1,553	2,019	30%	10,333	11,961	16%	6,461	5,421	-16%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	140	8%	635	2%
Equitable	138	6%	885	0%
National Fuel	84	0%	479	6%
Peoples	137	0%	664	8%
Philadelphia Gas Works	1,126	7%	5,974	4%
UGI Corp	238	0%	2,009	7%
UGI Penn Natural	156	0%	1,315	8%
Total	2,019		11,961	
Average		4%		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 11/14/14.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Columbia	5.4	5.2	1.9	1.4
Equitable	2.4	2.3	0.8	1.2
National Fuel	9.8	16.4	6.6	11.1
Peoples	1.9	3.6	1.1	2.5
Philadelphia Gas Works	17.2	17.5	10.2	11.3
UGI Corp	13.8	8.4	3.6	4.1
UGI Penn Natural	12.4	9.7	4.1	4.5
Major Gas	9.0	9.0	4.0	5.2

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/14/14.

Major Water Utilities

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

January through September 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	137	128	-7%	954	850	-11%	439	244	-44%
PA American	245	347	42%	2,214	2,325	5%	1,365	567	-58%
Other Class A	19	16	-16%	158	179	13%	108	61	-44%
Total	401	491	22%	3,326	3,354	1%	1,912	872	-54%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through September 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	128	43%	850	2%
PA American	347	48%	2,325	11%
Other Class A	16	31%	179	0%
Total	491		3,354	
Average		46%		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 11/14/14.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Aqua PA	8.4	17.4	5.4	17.9
PA American	4.4	17.2	2.8	21.7
Other Class A	7.5	13.9	4.6	3.8
Major Water	6.8	16.2	4.3	14.5

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/14/14.

Major Local Telephone Companies

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

January through September 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	43	27	-37%	27	6	-78%	74	28	-62%
Frontier Commonwealth	46	32	-30%	6	1	-83%	38	19	-50%
Verizon North*	78	25	-68%	8	5	-38%	80	34	-58%
Verizon PA*	1,073	586	-45%	201	67	-67%	1,246	536	-57%
Windstream	66	24	-64%	6	3	-50%	59	19	-68%
Total	1,306	694	-47%	248	82	-67%	1,497	636	-58%

*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 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	27	31%	6	40%
Frontier Commonwealth	32	46%	1	0%
Verizon North	25	46%	5	50%
Verizon PA	586	36%	67	4%
Windstream	24	50%	3	50%
Total	694		82	
Average		37%		15%

*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 11/14/14.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through September 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
CenturyLink	19.3	13.1	15.0	12.8
Frontier Commonwealth	12.4	16.5	7.2	6.0
Verizon North	11.4	6.9	9.0	2.8
Verizon PA	10.6	8.3	2.8	3.5
Windstream	28.8	15.8	23.0	15.0
Major Telephone	16.5	12.1	11.4	8.0

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 11/14/14.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	0	9	0	1	0	0	1
Title 66	0	0	0	0	0	0	0
Total	0	9	0	1	0	0	1
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	0	0	0	0	4	0	1
Title 66	0	0	0	0	0	0	0
Total	0	0	0	0	4	0	1
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	55		173			6	
Title 66	0		1			0	
Total	55		174			6	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	1	0	1	31	1		
Chapter 64	2	11	2	17	2		
Total	3	11	3	48	3		

Infraction data on this page is accurate as of 12/03/14.

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.