

Quarterly Update to UCARE Report

January – December 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 December 2014

Industry	Consumer Complaints		Payment Agreement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	14,373	1,041	42,483	423	36,991
Gas	2,866	184	15,712	144	7,908
Water	646	40	4,271	21	1,934
Telephone	1,007	114	120	2	1,277
Other	17	3	27	2	1,591
Total	18,909	1,382	62,613	592	49,701

*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 December 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	504	626	24%	4,999	3,764	-25%	4,740	2,807	-41%
Met-Ed	819	1,259	54%	2,609	3,662	40%	3,092	2,943	-5%
PECO	1,220	1,708	40%	7,417	8,501	15%	9,203	5,197	-44%
Penelec	590	816	38%	2,457	3,373	37%	2,952	2,329	-21%
Penn Power	101	167	65%	661	808	22%	693	659	-5%
PPL	709	1,900	168%	19,306	17,351	-10%	9,736	6,566	-33%
West Penn	950	845	-11%	1,712	2,357	38%	3,505	2,606	-26%
Total	4,893	7,321	50%	39,161	39,816	2%	33,921	23,107	-32%

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	626	10%	3,764	2%
Met-Ed	1,259	27%	3,662	6%
PECO	1,708	10%	8,501	6%
Penelec	816	21%	3,373	5%
Penn Power	167	17%	808	6%
PPL	1,900	14%	17,351	3%
West Penn	845	19%	2,357	5%
Total	7,321		39,816	
Average		17%		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 08/28/15.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Duquesne	3.9	4.3	1.1	1.9
Met-Ed	17.0	17.4	6.1	10.3
PECO	8.7	9.1	2.9	4.2
Penelec	15.3	16.9	6.0	10.4
Penn Power	15.4	14.7	5.5	8.7
PPL	18.4	20.3	9.7	19.6
West Penn	16.3	18.2	5.5	9.7
Major Electric	13.4	15.1	6.6	12.2

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/28/15.

Major Natural Gas Distribution Companies

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

January through December 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	180	190	6%	1,029	819	-20%	774	606	-22%
Equitable	140	191	36%	1,449	1,115	-23%	847	402	-53%
National Fuel	92	107	16%	805	626	-22%	471	301	-36%
Peoples	245	178	-27%	610	838	37%	673	656	-3%
Philadelphia Gas Works	1,179	1,462	24%	5,239	7,461	42%	3,824	3,886	2%
UGI Corp	166	271	63%	2,553	2,532	-1%	1,001	745	-26%
UGI Penn Natural	86	176	105%	1,594	1,646	3%	606	440	-27%
Total	2,088	2,575	23%	13,279	15,037	13%	8,196	7,036	-14%

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	190	7%	819	2%
Equitable	191	6%	1,115	1%
National Fuel	107	19%	626	7%
Peoples	178	23%	838	6%
Philadelphia Gas Works	1,462	13%	7,461	3%
UGI Corp	271	12%	2,532	7%
UGI Penn Natural	176	10%	1,646	10%
Total	2,575		15,037	
Average		12%		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 08/28/15.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Columbia	5.3	5.4	2.0	1.7
Equitable	2.4	2.0	0.8	1.2
National Fuel	11.0	13.3	6.5	9.7
Peoples	1.9	3.0	1.2	2.3
Philadelphia Gas Works	18.2	16.6	10.5	10.4
UGI Corp	13.2	8.1	3.6	4.0
UGI Penn Natural	12.4	9.1	4.0	4.3
Major Gas	13.2	12.3	6.0	7.0

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/28/15.

Major Water Utilities

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

January through December 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	175	168	-4%	1,239	1,104	-11%	573	321	-44%
PA American	310	430	39%	2,387	2,897	21%	1,515	730	-52%
Other Class A	31	21	-32%	230	228	-1%	144	86	-40%
Total	516	619	20%	3,856	4,229	10%	2,232	1,137	-49%

Major Water Utilities

Percent of Justified Residential Consumer Complaints/Payment Agreement Requests

January through December 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	168	38%	1,104	2%
PA American	430	41%	2,897	12%
Other Class A	21	22%	228	0%
Total	619		4,229	
Average		40%		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 08/28/15.

Major Water Utilities

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
Aqua PA	8.6	19.9	5.7	19.1
PA American	4.5	17.3	2.9	19.7
Other Class A	11.1	16.3	4.8	3.8
Major Water	6.3	17.9	3.9	18.7

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/28/15.

Major Local Telephone Companies

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

January through December 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	52	36	-31%	31	11	-65%	96	36	-63%
Frontier Commonwealth	51	43	-16%	9	1	-89%	56	30	-46%
Verizon North*	102	40	-61%	9	6	-33%	103	38	-63%
Verizon PA*	1,304	750	-42%	238	91	-62%	1,583	699	-56%
Windstream	75	35	-53%	6	4	-33%	69	30	-57%
Total	1,584	904	-43%	293	113	-61%	1,907	833	-56%

*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 December 2014

Company	Consumer Complaints		Payment Agreement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	36	52%	11	29%
Frontier Commonwealth	43	53%	1	0%
Verizon North	40	39%	6	33%
Verizon PA	750	41%	91	4%
Windstream	35	53%	4	33%
Total	904		113	
Average		43%		10%

*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 08/28/15.

Major Local Telephone Companies

Response Time to Residential Consumer Complaints/Payment Agreement Requests

January through December 2013/2014

Company	Average Time in Days			
	Consumer Complaints		Payment Agreement Requests	
	2013	2014*	2013	2014*
CenturyLink	18.3	16.0	14.8	12.3
Frontier Commonwealth	11.8	21.5	9.5	6.0
Verizon North	10.4	5.9	8.1	2.5
Verizon PA	9.8	8.6	2.6	3.1
Windstream	27.6	16.4	23.0	11.5
Major Telephone	11.0	9.6	4.6	4.3

*The 2014 statistics are based on preliminary data on response time from the Consumer Services Information System as of 08/28/15.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	15	86	11	42	5	4	50
Title 66	2	2	0	2	0	0	0
Total	17	88	11	44	5	4	50
GAS	Columbia	Equitable	National Fuel	Peoples	Philadelphia Gas Works	UGI Corp	UGI Penn Natural
Chapter 56	2	2	2	3	30	1	2
Title 66	0	0	0	0	2	0	0
Total	2	2	2	3	32	1	2
WATER	Aqua PA		PA American			Other Class A	
Chapter 56	53		173			5	
Title 66	0		1			0	
Total	53		174			5	
TELEPHONE	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 63	8	6	3	66	5		
Chapter 64	5	14	5	27	4		
Total	13	20	8	93	9		

Infraction data on this page is accurate as of 02/17/15.

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.