

# **Quarterly Update to UCARE Report**

**January – September 2020**

# Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telecommunications industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, payment arrangement requests (PARs) and inquiries. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, municipal water, municipal sewer and telecommunications 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 Arrangement Requests and Inquiries by Industry

January through September 2020

Industry	Consumer Complaints		Payment Arrangement Requests		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	3,311	215	2,317	32	3,474
Gas	950	39	1,145	24	1,012
Water	725	59	630	2	872
Telecommunications	913	76	17	1	496
Other**	11	4	6	0	907
<b>Total</b>	<b>5,910</b>	<b>393</b>	<b>4,115</b>	<b>59</b>	<b>6,761</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.

\*\*Sewer and steam heat complaints are designated as "other" in this table.

## Major Electric Distribution Companies

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

January through September 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Duquesne	440	230	-48%	1,373	103	-92%	659	228	-65%
Met-Ed	656	325	-50%	3,153	255	-92%	1,376	382	-72%
PECO	1,294	739	-43%	4,667	564	-88%	1,837	714	-61%
Penelec	589	286	-51%	3,439	276	-92%	1,559	326	-79%
Penn Power	152	77	-49%	1,032	82	-92%	427	77	-82%
PPL	740	299	-60%	6,111	615	-90%	2,102	566	-73%
West Penn	804	367	-54%	3,655	249	-93%	1,766	384	-78%
<b>Total</b>	<b>4,675</b>	<b>2,323</b>	<b>-50%</b>	<b>23,430</b>	<b>2,144</b>	<b>-91%</b>	<b>9,726</b>	<b>2,677</b>	<b>-72%</b>

# Major Electric Distribution Companies

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

January through September 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	230	6%	103	8%
Met-Ed	325	7%	255	12%
PECO	739	5%	564	6%
Penelec	286	6%	276	12%
Penn Power	77	8%	82	8%
PPL	299	9%	615	6%
West Penn	367	4%	249	16%
<b>Total</b>	<b>2,323</b>		<b>2,144</b>	
<b>Average</b>		<b>6%</b>		<b>10%</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 10/02/20.

# Major Electric Distribution Companies

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

January through September 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Duquesne	12.5	10.6	4.4	4.3
Met-Ed	15.6	11.3	7.6	6.3
PECO	17.2	16.5	6.2	6.3
Penelec	16.8	12.2	7.1	5.4
Penn Power	16.2	11.4	7.8	5.9
PPL	18.5	15.5	8.1	3.8
West Penn	15.9	11.0	7.4	5.4
<b>Major Electric</b>	<b>16.4</b>	<b>13.3</b>	<b>7.2</b>	<b>5.2</b>

\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/02/20.

## Major Natural Gas Distribution Companies

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

January through September 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Columbia	102	62	-39%	361	54	-85%	192	105	-45%
National Fuel	77	39	-49%	430	50	-88%	143	34	-76%
Peoples*	178	156	-12%	751	54	-93%	417	79	-81%
Peoples-Equitable*	123	n/a	n/a	562	n/a	n/a	192	n/a	n/a
Philadelphia Gas Works	709	357	-50%	3,631	446	-88%	1,468	320	-78%
UGI Gas**	249	168	-33%	1,720	514	-70%	549	312	-43%
UGI Penn Natural**	188	n/a	n/a	1,151	n/a	n/a	244	n/a	n/a
<b>Total</b>	<b>1,626</b>	<b>782</b>	<b>-52%</b>	<b>8,606</b>	<b>1,118</b>	<b>-87%</b>	<b>3,205</b>	<b>850</b>	<b>-73%</b>

\*Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitable.

\*\*Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.



# Major Natural Gas Distribution Companies

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

January through September 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	62	0%	54	0%
National Fuel	39	6%	50	8%
Peoples**	156	0%	54	9%
Philadelphia Gas Works	357	6%	446	7%
UGI Gas***	168	7%	514	10%
<b>Total</b>	<b>782</b>		<b>1,118</b>	
<b>Average</b>		<b>4%</b>		<b>8%</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 10/02/20.

\*\*Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitable.

\*\*\*Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.

# Major Natural Gas Distribution Companies

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

January through September 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Columbia	7.3	9.6	1.1	2.0
National Fuel	13.0	9.8	5.4	4.7
Peoples**	3.6	3.3	1.8	1.8
Peoples-Equitale**	3.7	n/a	1.8	n/a
Philadelphia Gas Works	14.1	8.0	5.3	3.0
UGI Gas***	11.1	7.2	3.5	1.6
UGI Penn Natural***	12.0	n/a	3.8	n/a
<b>Major Gas</b>	<b>11.0</b>	<b>7.0</b>	<b>4.0</b>	<b>2.3</b>

\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/02/20.

\*\*Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitale.

\*\*\*Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.

## Major Water Utilities

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

January through September 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Aqua PA	178	118	-34%	387	91	-76%	159	94	-41%
PA American	444	405	-9%	2,114	438	-79%	591	359	-39%
Other Class A	53	46	-13%	114	38	-67%	33	47	42%
<b>Total</b>	<b>675</b>	<b>569</b>	<b>-16%</b>	<b>2,615</b>	<b>567</b>	<b>-78%</b>	<b>783</b>	<b>500</b>	<b>-36%</b>

# Major Water Utilities

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

January through September 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	118	15%	91	0%
PA American	405	6%	438	17%
Other Class A	46	8%	38	13%
<b>Total</b>	<b>569</b>		<b>567</b>	
<b>Average</b>		<b>8%</b>		<b>15%</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 10/02/20.

## Major Water Utilities

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

January through September 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
Aqua PA	22.2	15.4	17.9	17.3
PA American	21.9	12.1	13.3	5.5
Other Class A	21.0	14.3	12.3	10.0
<b>Major Water</b>	<b>21.9</b>	<b>13.0</b>	<b>13.9</b>	<b>7.4</b>

\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/02/20.

# Municipal Water & Sewer Utilities

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

January through September 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
PWSA-Water*	135	110	-19%	95	31	-67%	48	46	-4%
PWSA-Sewer*	41	24	-41%	28	19	-32%	18	6	-67%
<b>Total</b>	<b>176</b>	<b>134</b>	<b>-24%</b>	<b>123</b>	<b>50</b>	<b>-59%</b>	<b>66</b>	<b>52</b>	<b>-21%</b>

\*PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

# Municipal Water & Sewer Utilities

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

January through September 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
PWSA-Water**	7.7	10.9	4.7	7.9
PWSA-Sewer**	9.1	8.6	5.4	5.1
<b>Major Water</b>	<b>8.0</b>	<b>10.5</b>	<b>4.8</b>	<b>6.8</b>

\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/02/20.

\*\*PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

## Major Local Telecommunications Companies

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

January through September 2019/2020

Company	Residential Consumer Complaints			Residential Payment Arrangement Requests			Inquiries (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
CenturyLink	40	34	-15%	3	0	-100%	14	15	7%
Frontier Commonwealth	106	60	-43%	2	4	100%	46	20	-57%
Verizon North	57	62	9%	1	1	0%	23	22	-4%
Verizon PA	639	593	-7%	8	6	-25%	345	229	-34%
Windstream	66	72	9%	0	3	n/a	19	16	-16%
<b>Total</b>	<b>908</b>	<b>821</b>	<b>-10%</b>	<b>14</b>	<b>14</b>	<b>0%</b>	<b>447</b>	<b>302</b>	<b>-32%</b>



# Major Local Telecommunications Companies

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

January through September 2020

Company	Consumer Complaints		Payment Arrangement Requests	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
CenturyLink	34	45%	0	0%
Frontier Commonwealth	60	57%	4	0%
Verizon North	62	59%	1	0%
Verizon PA	593	55%	6	0%
Windstream	72	52%	3	0%
<b>Total</b>	<b>821</b>		<b>14</b>	
<b>Average</b>		<b>55%</b>		<b>0%</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 10/02/20.

# Major Local Telecommunications Companies

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

January through September 2019/2020

Company	Average Time in Days			
	Consumer Complaints		Payment Arrangement Requests	
	2019	2020*	2019	2020*
CenturyLink	16.3	18.1	26.3	0.0
Frontier Commonwealth	13.6	9.2	19.0	14.8
Verizon North	15.3	13.1	1.0	0.0
Verizon PA	13.4	12.0	5.1	8.0
Windstream	17.7	11.8	0.0	3.5
<b>Major Telecommunications</b>	<b>14.0</b>	<b>12.1</b>	<b>11.4</b>	<b>8.8</b>

\*The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 10/02/20.

# Compliance

## Residential Verified Infraction Statistics by Industry\* Cases Opened January through September 2020

<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	24	18	24	10	8	18	23
Title 66 and Other	0	0	1	0	0	1	1
<b>Total</b>	<b>24</b>	<b>18</b>	<b>25</b>	<b>10</b>	<b>8</b>	<b>19</b>	<b>24</b>
<b>GAS</b>	<b>Columbia</b>	<b>National Fuel</b>	<b>Peoples**</b>	<b>Philadelphia Gas Works</b>	<b>UGI Gas***</b>		
Chapter 56	0	1	1	28	13		
Title 66 and Other	0	0	0	1	0		
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>29</b>	<b>13</b>		
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>		<b>Other Class A</b>		
Chapter 56	14		27		2		
Title 66 and Other	0		0		0		
<b>Total</b>	<b>14</b>		<b>27</b>		<b>2</b>		
<b>TELECOMMUNICATIONS</b>	<b>CenturyLink</b>	<b>Frontier Commonwealth</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>		
Chapter 30	2	5	5	25	3		
Chapter 63	17	32	41	412	32		
Chapter 64	0	9	1	15	2		
Title 66 and Other	2	2	3	28	4		
<b>Total</b>	<b>21</b>	<b>48</b>	<b>50</b>	<b>480</b>	<b>41</b>		

\*Infraction data on this page is accurate as of 10/05/20.

\*\*Due to the Peoples Gas merger, Peoples began reporting combined data as of 01/01/20; therefore, the 2020 Peoples data includes Peoples-Equitable.

\*\*\*Due to the UGI Gas merger, UGI Gas began reporting combined data as of 01/01/20; therefore, the 2020 UGI Gas data includes UGI Central Penn Gas and UGI Penn Natural Gas.

## 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 Telecommunications Companies** – Local telecommunications 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 are classified as “Class A.” The tables in this report present individual statistics for the two largest Class A water companies, PAWC and Aqua, and for the “Other Class A” companies as a whole. The “Other Class A” water companies are Audubon Water, Columbia Water, Newtown Artesian Water, SUEZ Water Bethel, SUEZ Water PA, and York Water Company.

**Municipal Water and Sewer Utilities** – Pittsburgh Water & Sewer (PWSA), a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint. Since PWSA’s transition to PUC regulation is ongoing, as described in the annual UCARE report, it is premature for BCS to report data regarding justified consumer complaints/PARs or infractions.

**Payment Arrangement 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. The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.

**Justified Payment Arrangement Requests** – A Payment Arrangement Request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines. The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.

**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.