

2019 Collections Data for the Major Electric and Gas Companies

2019 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Customers	Not on Agreement Overdue Customers	Not on Agreement Overdue Percent	Not on Agreement Dollars Overdue	Not on Agreement Average Arrearage
Duquesne	\$ 554,560,188	\$ 14,436,076	2.60%	\$ 6,194,645	\$ 8,241,431	1.49%	42.91%	538,534	63,023	11.70%	\$ 10,388,819	\$ 164.84
Met.Ed.	\$ 613,381,575	\$ 14,939,366	2.44%	\$ 2,425,578	\$ 12,513,788	2.04%	16.24%	504,685	77,113	15.28%	\$ 16,801,748	\$ 217.88
PECO	\$ 2,497,022,637	\$ 30,645,751	1.23%	\$ 10,732,227	\$ 19,913,524	0.80%	35.02%	1,505,328	253,428	16.84%	\$ 61,084,925	\$ 241.03
Penelec	\$ 566,400,530	\$ 15,212,941	2.69%	\$ 2,623,602	\$ 12,589,339	2.22%	17.25%	500,877	78,548	15.68%	\$ 19,063,551	\$ 242.70
Penn Power	\$ 183,772,688	\$ 3,448,167	1.88%	\$ 480,808	\$ 2,967,359	1.61%	13.94%	146,018	18,806	12.88%	\$ 4,863,621	\$ 258.62
PPL	\$ 2,002,641,111	\$ 51,249,852	2.56%	\$ 18,898,493	\$ 32,351,359	1.62%	36.88%	1,233,837	126,859	10.28%	\$ 49,582,822	\$ 390.85
West Penn Pwr	\$ 695,021,554	\$ 16,109,498	2.32%	\$ 2,411,318	\$ 13,698,180	1.97%	14.97%	627,499	86,477	13.78%	\$ 19,308,743	\$ 223.28
ELECTRIC	\$ 7,112,800,283	\$ 146,041,651	2.05%	\$ 43,766,671	\$ 102,274,980	1.44%	29.97%	5,056,778	704,254	13.93%	\$ 181,094,229	\$ 257.14
Columbia	\$ 431,312,024	\$ 8,903,865	2.06%	\$ 3,620,296	\$ 5,283,569	1.22%	40.66%	400,044	26,165	6.54%	\$ 3,674,251	\$ 140.43
NFG	\$ 146,182,599	\$ 4,166,463	2.85%	\$ 1,215,155	\$ 2,951,308	2.02%	29.17%	196,778	14,826	7.53%	\$ 3,512,520	\$ 236.92
Peoples	\$ 301,742,334	\$ 9,322,215	3.09%	\$ 594,700	\$ 8,727,515	2.89%	6.38%	335,583	33,497	9.98%	\$ 6,385,440	\$ 190.63
Peoples-Equitable	\$ 216,474,649	\$ 6,626,698	3.06%	\$ 477,646	\$ 6,149,052	2.84%	7.21%	247,801	25,077	10.12%	\$ 4,378,027	\$ 174.58
PGW	\$ 537,592,266	\$ 32,545,577	6.05%	\$ 6,348,616	\$ 26,196,961	4.87%	19.51%	480,347	98,228	20.45%	\$ 39,467,937	\$ 401.80
UGI-Gas	\$ 259,406,139	\$ 10,153,148	3.91%	\$ 3,368,425	\$ 6,784,723	2.62%	33.18%	367,175	43,507	11.85%	\$ 6,240,914	\$ 143.45
UGI-Penn Natural	\$ 164,890,204	\$ 5,893,436	3.57%	\$ 2,260,134	\$ 3,633,302	2.20%	38.35%	157,025	18,289	11.65%	\$ 3,613,853	\$ 197.60
GAS	\$ 2,057,600,215	\$ 77,611,402	3.77%	\$ 17,884,972	\$ 59,726,430	2.90%	23.04%	2,184,753	259,589	11.88%	\$ 67,272,942	\$ 259.15
TOTAL	\$ 9,170,400,498	\$ 223,653,053		\$ 61,651,643	\$ 162,001,410			7,241,531	963,843		\$ 248,367,171	

Note: All industry averages are based on total scores and not on an average of company scores except the three average bill columns.

2019 Collections Data for the Major Electric and Gas Companies

2019 Company	Not on Agreement Weighted Arrearage	Agreements Overdue Customers	Agreements Overdue Percent	Agreements Dollars Overdue	Agreements Average Arrearage	Agreements Weighted Arrearage	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Weighted Arrearage
Duquesne	1.92	12,898	2.40%	\$ 12,610,523	\$ 977.71	11.37	54.83%	16.99%	75,921	14.10%	\$ 22,999,342	\$ 302.94	3.52
Met.Ed.	2.15	25,555	5.06%	\$ 16,187,843	\$ 633.45	6.25	49.07%	24.89%	102,668	20.34%	\$ 32,989,591	\$ 321.32	3.17
PECO	2.29	23,838	1.58%	\$ 15,663,192	\$ 657.07	6.24	20.41%	8.60%	277,266	18.42%	\$ 76,748,117	\$ 276.80	2.63
Penelec	2.58	27,131	5.42%	\$ 18,095,576	\$ 666.97	7.10	48.70%	25.67%	105,679	21.10%	\$ 37,159,127	\$ 351.62	3.74
Penn Power	2.46	6,416	4.39%	\$ 4,529,286	\$ 705.94	6.73	48.22%	25.44%	25,222	17.27%	\$ 9,392,907	\$ 372.41	3.55
PPL	2.94	69,227	5.61%	\$ 34,653,397	\$ 500.58	3.77	41.14%	35.30%	196,086	15.89%	\$ 84,236,219	\$ 429.59	3.23
West Penn Pwr	2.40	26,519	4.23%	\$ 19,437,991	\$ 732.98	7.89	50.17%	23.47%	112,996	18.01%	\$ 38,746,734	\$ 342.90	3.69
ELECTRIC	2.51	191,584	3.79%	\$ 121,177,808	\$ 632.50	6.17	40.09%	21.39%	895,838	17.72%	\$ 302,272,037	\$ 337.42	3.29
Columbia	1.46	16,875	4.22%	\$ 11,265,336	\$ 667.58	6.93	75.41%	39.21%	43,040	10.76%	\$ 14,939,587	\$ 347.11	3.60
NFG	3.70	15,584	7.92%	\$ 1,929,704	\$ 123.83	1.93	35.46%	51.25%	30,410	15.45%	\$ 5,442,224	\$ 178.96	2.79
Peoples	2.48	10,958	3.27%	\$ 3,347,442	\$ 305.48	3.97	34.39%	24.65%	44,455	13.25%	\$ 9,732,882	\$ 218.94	2.84
Peoples-Equitable	2.33	7,981	3.22%	\$ 2,307,499	\$ 289.12	3.87	34.51%	24.14%	33,058	13.34%	\$ 6,685,526	\$ 202.24	2.70
PGW	4.41	19,211	4.00%	\$ 12,329,444	\$ 641.79	7.05	23.80%	16.36%	117,439	24.45%	\$ 51,797,381	\$ 441.06	4.84
UGI-Gas	2.18	12,980	3.54%	\$ 9,958,860	\$ 767.25	11.68	61.48%	22.98%	56,487	15.38%	\$ 16,199,774	\$ 286.79	4.37
UGI-Penn Natural	2.18	7,322	4.66%	\$ 6,344,968	\$ 866.56	9.58	63.71%	28.59%	25,611	16.31%	\$ 9,958,821	\$ 388.85	4.30
GAS	3.24	90,911	4.16%	\$ 47,483,253	\$ 522.30	6.54	41.38%	25.94%	350,500	16.04%	\$ 114,756,195	\$ 327.41	4.10
TOTAL		282,495		\$ 168,661,061					\$ 1,246,338		\$ 417,028,232		

Note: All industry ave

2019 Collections Data for the Major Electric and Gas Companies

2019 Company	Terminations	Termination Percent per Customer	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	27,688	5.14%	21,468	77.54%	\$ 109.00	\$ 84.00	\$ 85.96	4.15%	\$ 7,811,163
Met.Ed.	26,076	5.17%	22,325	85.62%	\$ 129.00	\$ 91.00	\$ 101.30	5.38%	\$ 17,588,515
PECO	92,977	6.18%	78,866	84.82%	\$ 105.01	\$ 105.42	\$ 105.30	3.07%	\$ 16,941,442
Penelec	21,065	4.21%	16,095	76.41%	\$ 124.00	\$ 88.00	\$ 93.98	6.56%	\$ 17,499,436
Penn Power	4,293	2.94%	3,449	80.34%	\$ 152.00	\$ 93.00	\$ 104.93	5.11%	\$ 4,199,273
PPL	53,340	4.32%	39,001	73.12%	\$ 166.44	\$ 113.41	\$ 132.91	4.21%	\$ 9,104,260
West Penn Pwr	19,743	3.15%	15,308	77.54%	\$ 122.00	\$ 83.00	\$ 92.91	5.57%	\$ 18,310,785
ELECTRIC	245,182	4.85%	196,512	80.15%	\$ 129.64	\$ 93.98	\$ 102.47	4.25%	\$ 91,454,874
Columbia	10,770	2.69%	6,153	57.13%	\$ 97.00	\$ 38.00	\$ 96.29	3.46%	\$ 5,042,206
NFG	7,533	3.83%	4,926	65.39%	\$ 64.35	\$ 32.42	\$ 64.09	3.72%	\$ 522,372
Peoples	11,255	3.35%	7,648	67.95%	\$ 77.25	\$ 25.15	\$ 76.98	3.23%	\$ 2,548,096
Peoples-Equitable	9,444	3.81%	6,598	69.86%	\$ 75.01	\$ 21.14	\$ 74.77	3.09%	\$ 1,720,406
PGW	29,048	6.05%	20,986	72.25%	\$ 92.83	\$ 43.13	\$ 91.05	9.64%	\$ 2,665,563
UGI-Gas	10,657	2.90%	7,825	73.43%	\$ 68.53	\$ 24.46	\$ 65.69	6.24%	\$ 5,284,248
UGI-Penn Natural	6,652	4.24%	4,839	72.75%	\$ 92.86	\$ 24.29	\$ 90.45	6.04%	\$ 2,693,930
GAS	85,359	3.91%	58,975	69.09%	\$ 81.12	\$ 29.80	\$ 79.90	5.58%	\$ 20,476,821
TOTAL	330,541		255,487						\$ 111,931,695

Note: All industry ave