

2018 Collections Data for the Major Electric and Gas Companies

2018 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
Duquesne	\$ 565,825,977	\$ 19,578,220	3.46%	\$ 7,022,136	\$ 12,556,084	2.22%	35.87%	535,487	64,312	12.01%	\$ 11,797,431
Met.Ed.	\$ 631,235,520	\$ 15,183,890	2.41%	\$ 2,379,076	\$ 12,804,814	2.03%	15.67%	1,492,306	76,838	5.15%	\$ 17,235,681
PECO	\$ 2,477,620,946	\$ 29,445,461	1.19%	\$ 9,545,509	\$ 19,899,952	0.80%	32.42%	1,957,000	260,092	13.29%	\$ 58,486,267
Penelec	\$ 591,507,790	\$ 15,418,293	2.61%	\$ 2,451,871	\$ 12,966,422	2.19%	15.90%	501,456	77,634	15.48%	\$ 18,399,955
Penn Power	\$ 195,071,468	\$ 3,358,838	1.72%	\$ 585,333	\$ 2,773,505	1.42%	17.43%	145,285	19,783	13.62%	\$ 4,990,125
PPL	\$ 2,076,233,183	\$ 53,809,070	2.59%	\$ 18,666,152	\$ 35,142,918	1.69%	34.69%	1,227,683	132,507	10.79%	\$ 55,179,439
West Penn Pwr	\$ 715,500,920	\$ 15,506,690	2.17%	\$ 3,179,318	\$ 12,327,372	1.72%	20.50%	626,454	90,955	14.52%	\$ 19,547,286
ELECTRIC	\$ 7,252,995,804	\$ 152,300,462	2.10%	\$ 43,829,395	\$ 108,471,067	1.50%	28.78%	6,485,671	722,121	11.13%	\$ 185,636,184
Columbia	\$ 441,253,741	\$ 8,531,390	1.93%	\$ 3,332,979	\$ 5,198,411	1.18%	39.07%	396,835	27,134	6.84%	\$ 3,944,727
NFG	\$ 153,674,403	\$ 4,330,927	2.82%	\$ 1,077,249	\$ 3,253,678	2.12%	24.87%	197,108	13,370	6.78%	\$ 3,192,658
Peoples	\$ 315,638,063	\$ 7,957,830	2.52%	\$ 873,789	\$ 7,084,041	2.24%	10.98%	334,790	34,495	10.30%	\$ 6,272,380
Peoples-Equitable	\$ 230,033,115	\$ 5,143,394	2.24%	\$ 512,290	\$ 4,631,104	2.01%	9.96%	248,408	26,605	10.71%	\$ 4,376,003
PGW	\$ 548,304,433	\$ 34,986,533	6.38%	\$ 7,288,102	\$ 27,698,431	5.05%	20.83%	477,533	104,177	21.82%	\$ 41,416,334
UGI-Gas	\$ 269,363,627	\$ 8,854,360	3.29%	\$ 2,353,529	\$ 6,500,831	2.41%	26.58%	361,789	53,552	14.80%	\$ 8,722,430
UGI-Penn Natural	\$ 163,406,878	\$ 4,904,780	3.00%	\$ 1,588,946	\$ 3,315,834	2.03%	32.40%	156,554	22,752	14.53%	\$ 4,839,674
GAS	\$ 2,121,674,260	\$ 74,709,214	3.52%	\$ 17,026,884	\$ 57,682,330	2.72%	22.79%	2,173,017	282,085	12.98%	\$ 72,764,206
TOTAL	\$ 9,374,670,064	\$ 227,009,676		\$ 60,856,279	\$ 166,153,397			8,658,688	1,004,206		\$ 258,400,390

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

2018 Collections Data for the Major Electric and Gas Companies

2018 Company	Not on Agreement Average Arrearage	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
Duquesne	\$ 183.44	2.08	14,413	2.69%	\$ 15,040,395	\$ 1,043.53	11.81	56.04%	18.31%	78,725	14.70%	\$ 26,837,826
Met.Ed.	\$ 224.31	2.14	25,110	1.68%	\$ 15,388,714	\$ 612.85	5.85	47.17%	24.63%	101,948	6.83%	\$ 32,624,395
PECO	\$ 224.87	2.13	22,999	1.18%	\$ 13,583,284	\$ 590.60	5.61	18.85%	8.12%	283,091	14.47%	\$ 72,069,551
Penelec	\$ 237.01	2.42	26,391	5.26%	\$ 16,689,932	\$ 632.41	6.45	47.56%	25.37%	104,025	20.74%	\$ 35,089,887
Penn Power	\$ 252.24	2.25	6,267	4.31%	\$ 4,130,345	\$ 659.06	5.88	45.29%	24.06%	26,050	17.93%	\$ 9,120,470
PPL	\$ 416.43	3.02	74,328	6.05%	\$ 37,174,341	\$ 500.14	3.63	40.25%	35.94%	206,835	16.85%	\$ 92,353,780
West Penn Pwr	\$ 214.91	2.25	24,151	3.86%	\$ 15,507,507	\$ 642.11	6.72	44.24%	20.98%	115,106	18.37%	\$ 35,054,793
ELECTRIC	\$ 257.07	2.42	193,659	2.99%	\$ 117,514,518	\$ 606.81	5.72	38.76%	21.15%	915,780	14.12%	\$ 303,150,702
Columbia	\$ 145.38	1.56	16,269	4.10%	\$ 9,911,122	\$ 609.20	6.53	71.53%	37.48%	43,403	10.94%	\$ 13,855,849
NFG	\$ 238.79	3.45	13,414	6.81%	\$ 1,913,885	\$ 142.68	2.06	37.48%	50.08%	26,784	13.59%	\$ 5,106,543
Peoples	\$ 181.83	2.25	11,851	3.54%	\$ 3,316,706	\$ 279.87	3.47	34.59%	25.57%	46,346	13.84%	\$ 9,589,086
Peoples-Equitable	\$ 164.48	2.06	8,249	3.32%	\$ 2,164,052	\$ 262.34	3.29	33.09%	23.67%	34,854	14.03%	\$ 6,540,055
PGW	\$ 397.56	4.22	25,025	5.24%	\$ 16,641,443	\$ 664.99	7.06	28.66%	19.37%	129,202	27.06%	\$ 58,057,777
UGI-Gas	\$ 162.88	2.22	11,885	3.29%	\$ 8,373,461	\$ 704.54	9.59	48.98%	18.16%	65,437	18.09%	\$ 17,095,891
UGI-Penn Natural	\$ 212.71	2.27	6,555	4.19%	\$ 5,067,531	\$ 773.08	8.26	51.15%	22.37%	29,307	18.72%	\$ 9,907,205
GAS	\$ 257.95	3.09	93,248	4.29%	\$ 47,388,200	\$ 508.20	6.09	39.44%	24.84%	375,333	17.27%	\$ 120,152,406
TOTAL			286,907		\$ 164,902,718					\$ 1,291,113		\$ 423,303,108

Note: All industry ave

2018 Collections Data for the Major Electric and Gas Companies

2018 Company	Total Average Arrearage	Total Weighted Arrearage	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	\$ 340.91	3.86	26,119	4.88%	19,522	74.74%	\$ 117.00	\$ 86.00	\$ 88.35	4.74%	\$ 8,114,677
Met.Ed.	\$ 320.01	3.05	24,099	1.61%	19,916	82.64%	\$ 135.00	\$ 94.00	\$ 104.82	5.17%	\$ 17,699,048
PECO	\$ 254.58	2.42	85,583	4.37%	71,705	83.78%	\$ 105.18	\$ 105.45	\$ 105.37	2.91%	\$ 15,524,811
Penelec	\$ 337.32	3.44	19,949	3.98%	14,882	74.60%	\$ 130.00	\$ 92.00	\$ 98.09	5.93%	\$ 17,756,784
Penn Power	\$ 350.11	3.13	4,089	2.81%	3,186	77.92%	\$ 166.00	\$ 99.00	\$ 112.03	4.68%	\$ 4,130,948
PPL	\$ 446.51	3.24	44,971	3.66%	31,666	70.41%	\$ 175.05	\$ 116.82	\$ 137.94	4.45%	\$ 9,825,885
West Penn Pwr	\$ 304.54	3.18	13,577	2.17%	10,104	74.42%	\$ 128.00	\$ 86.00	\$ 95.62	4.90%	\$ 17,645,222
ELECTRIC	\$ 331.03	3.12	\$ 218,387	3.37%	170,981	78.29%	\$ 136.60	\$ 97.04	\$ 106.03	4.18%	\$ 90,697,375
Columbia	\$ 319.24	3.42	10,859	2.74%	6,054	55.75%	\$ 94.00	\$ 38.00	\$ 93.31	3.14%	\$ 4,848,900
NFG	\$ 190.66	2.76	6,449	3.27%	4,224	65.50%	\$ 69.45	\$ 34.86	\$ 69.13	3.32%	\$ 669,066
Peoples	\$ 206.90	2.56	9,707	2.90%	6,658	68.59%	\$ 81.06	\$ 28.09	\$ 80.76	3.04%	\$ 2,225,302
Peoples-Equitable	\$ 187.64	2.35	8,622	3.47%	6,055	70.23%	\$ 80.04	\$ 22.73	\$ 79.75	2.84%	\$ 1,631,759
PGW	\$ 449.36	4.77	25,576	5.36%	17,657	69.04%	\$ 96.15	\$ 42.39	\$ 94.13	10.59%	\$ 4,229,699
UGI-Gas	\$ 261.26	3.56	15,924	4.40%	10,806	67.86%	\$ 77.06	\$ 24.51	\$ 73.44	6.35%	\$ 4,843,785
UGI-Penn Natural	\$ 338.05	3.61	8,243	5.27%	5,539	67.20%	\$ 96.24	\$ 24.05	\$ 93.58	6.06%	\$ 2,294,424
GAS	\$ 320.12	3.84	85,380	3.93%	56,993	66.75%	\$ 84.86	\$ 30.66	\$ 83.44	5.66%	\$ 20,742,935
TOTAL			303,767		227,974						\$ 111,440,310

Note: All industry ave