

2017 Collections Data for the Major Electric and Gas Companies

2017 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	\$ 513,411,625	\$ 18,617,640	3.63%	\$ 4,553,916	\$ 14,063,724	2.74%	24.46%	532,204	64,982	12.21%	\$ 13,411,104
Met.Ed.	\$ 600,897,860	\$ 12,158,927	2.02%	\$ 2,558,510	\$ 9,600,417	1.60%	21.04%	499,192	75,591	15.14%	\$ 14,959,388
PECO	\$ 2,293,767,700	\$ 29,441,016	1.28%	\$ 11,632,731	\$ 17,808,285	0.78%	39.51%	1,478,817	250,466	16.94%	\$ 54,300,514
Penelec	\$ 556,183,104	\$ 11,516,271	2.07%	\$ 2,617,474	\$ 8,898,797	1.60%	22.73%	501,533	76,417	15.24%	\$ 15,716,181
Penn Power	\$ 177,401,888	\$ 2,851,522	1.61%	\$ 622,858	\$ 2,228,664	1.26%	21.84%	144,286	19,025	13.19%	\$ 4,189,386
PPL	\$ 1,971,162,280	\$ 50,434,096	2.56%	\$ 18,957,377	\$ 31,476,719	1.60%	37.59%	1,223,076	135,494	11.08%	\$ 55,587,734
West Penn Pwr	\$ 671,511,234	\$ 12,673,729	1.89%	\$ 2,986,065	\$ 9,687,664	1.44%	23.56%	624,914	89,456	14.31%	\$ 16,581,512
ELECTRIC	\$ 6,784,335,691	\$ 137,693,201	2.03%	\$ 43,928,931	\$ 93,764,270	1.38%	31.90%	5,004,022	711,431	14.22%	\$ 174,745,819
Columbia	\$ 392,397,339	\$ 7,722,801	1.97%	\$ 3,069,463	\$ 4,653,338	1.19%	39.75%	393,410	27,670	7.03%	\$ 3,569,470
NFG	\$ 135,825,959	\$ 2,616,334	1.93%	\$ 776,782	\$ 1,839,552	1.35%	29.69%	196,950	13,624	6.92%	\$ 2,970,767
Peoples	\$ 268,489,281	\$ 8,722,734	3.25%	\$ 675,847	\$ 8,046,887	3.00%	7.75%	333,761	33,737	10.11%	\$ 5,465,470
Peoples-Equitable	\$ 189,938,343	\$ 4,985,137	2.62%	\$ 334,051	\$ 4,651,086	2.45%	6.70%	247,930	25,542	10.30%	\$ 3,974,280
PGW	\$ 489,888,426	\$ 47,487,882	9.69%	\$ 5,898,821	\$ 41,589,061	8.49%	12.42%	474,960	103,426	21.78%	\$ 38,117,606
UGI-Gas	\$ 251,118,904	\$ 6,329,806	2.52%	\$ 2,276,025	\$ 4,053,781	1.61%	35.96%	352,720	55,028	15.60%	\$ 6,871,528
UGI-Penn Natural	\$ 143,466,246	\$ 3,384,812	2.36%	\$ 1,384,192	\$ 2,000,620	1.39%	40.89%	154,319	23,967	15.53%	\$ 3,834,108
GAS	\$ 1,871,124,498	\$ 81,249,506	4.34%	\$ 14,415,181	\$ 66,834,325	3.57%	17.74%	2,154,050	282,994	13.14%	\$ 64,803,229
TOTAL	\$ 8,655,460,189	\$ 218,942,707		\$ 58,344,112	\$ 160,598,595			7,158,072	994,425		\$ 239,549,048

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

2017 Collections Data for the Major Electric and Gas Companies

2017 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	\$ 206.38	2.59	13,902	2.61%	\$ 12,362,508	\$ 889.26	11.14	47.97%	17.62%	78,884	14.82%	\$ 25,773,612
Met.Ed.	\$ 197.90	1.98	24,903	4.99%	\$ 14,592,659	\$ 585.98	5.86	49.38%	24.78%	100,494	20.13%	\$ 29,552,047
PECO	\$ 216.80	2.11	23,583	1.59%	\$ 12,742,270	\$ 540.32	5.26	19.01%	8.61%	274,049	18.53%	\$ 67,042,784
Penelec	\$ 205.66	2.22	26,564	5.30%	\$ 15,208,301	\$ 572.52	6.17	49.18%	25.80%	102,981	20.53%	\$ 30,924,482
Penn Power	\$ 220.20	2.15	6,372	4.42%	\$ 4,086,282	\$ 641.29	6.27	49.38%	25.09%	25,397	17.60%	\$ 8,275,668
PPL	\$ 410.26	2.97	76,763	6.28%	\$ 38,349,130	\$ 499.58	3.62	40.82%	36.17%	212,257	17.35%	\$ 93,936,864
West Penn Pwr	\$ 185.36	2.06	21,772	3.48%	\$ 12,309,987	\$ 565.40	6.28	42.61%	19.57%	111,228	17.80%	\$ 28,891,499
ELECTRIC	\$ 245.63	2.44	193,859	3.87%	\$ 109,651,137	\$ 565.62	5.61	38.56%	21.41%	905,290	18.09%	\$ 284,396,956
Columbia	\$ 129.00	1.55	15,329	3.90%	\$ 8,556,444	\$ 558.19	6.69	70.56%	35.65%	42,999	10.93%	\$ 12,125,914
NFG	\$ 218.05	3.52	10,136	5.15%	\$ 1,997,736	\$ 197.09	3.18	40.21%	42.66%	23,760	12.06%	\$ 4,968,503
Peoples	\$ 162.00	2.83	11,256	3.37%	\$ 2,877,132	\$ 255.61	4.47	34.49%	25.02%	44,993	13.48%	\$ 8,342,602
Peoples-Equitable	\$ 155.60	2.86	7,202	2.90%	\$ 1,692,042	\$ 234.94	4.31	29.86%	21.99%	32,744	13.21%	\$ 5,666,322
PGW	\$ 368.55	4.35	24,696	5.20%	\$ 16,730,316	\$ 677.45	8.00	30.50%	19.28%	128,122	26.98%	\$ 54,847,922
UGI-Gas	\$ 124.87	2.05	13,380	3.79%	\$ 5,554,144	\$ 415.11	6.81	44.70%	19.56%	68,408	19.39%	\$ 12,425,672
UGI-Penn Natural	\$ 159.97	2.11	7,193	4.66%	\$ 3,262,720	\$ 453.60	5.99	45.97%	23.08%	31,160	20.19%	\$ 7,096,828
GAS	\$ 228.99	3.35	89,192	4.14%	\$ 40,670,534	\$ 455.99	6.67	38.56%	23.96%	372,186	17.28%	\$ 105,473,763
TOTAL			283,051		\$ 150,321,671					\$1,277,476		\$ 389,870,719

Note: All industry ave

2017 Collections Data for the Major Electric and Gas Companies

2017 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	\$ 326.73	4.09	21,777	4.09%	14,961	68.70%	\$ 103.00	\$ 78.00	\$ 79.81	5.02%	\$ 8,639,362
Met.Ed.	\$ 294.07	2.94	23,870	4.78%	19,554	81.92%	\$ 126.00	\$ 91.00	\$ 99.96	4.92%	\$ 15,034,489
PECO	\$ 244.64	2.38	90,145	6.10%	74,421	82.56%	\$ 91.20	\$ 103.59	\$ 102.81	2.92%	\$ 15,883,374
Penelec	\$ 300.29	3.24	21,096	4.21%	15,919	75.46%	\$ 119.00	\$ 88.00	\$ 92.75	5.56%	\$ 14,238,435
Penn Power	\$ 325.85	3.19	4,360	3.02%	3,415	78.33%	\$ 147.00	\$ 92.00	\$ 102.27	4.66%	\$ 3,739,461
PPL	\$ 442.56	3.20	42,216	3.45%	31,280	74.10%	\$ 166.14	\$ 122.44	\$ 138.11	4.77%	\$ 11,439,560
West Penn Pwr	\$ 259.75	2.89	14,234	2.28%	10,783	75.76%	\$ 118.00	\$ 82.00	\$ 89.98	4.30%	\$ 15,221,444
ELECTRIC	\$ 314.15	3.12	217,698	4.35%	170,333	78.24%	\$ 124.33	\$ 93.86	\$ 100.81	4.19%	\$ 84,196,125
Columbia	\$ 282.00	3.38	10,728	2.73%	5,881	54.82%	\$ 84.00	\$ 35.00	\$ 83.39	3.09%	\$ 5,072,461
NFG	\$ 209.11	3.37	5,490	2.79%	4,578	83.39%	\$ 62.31	\$ 31.09	\$ 62.02	3.66%	\$ 685,670
Peoples	\$ 185.42	3.24	9,744	2.92%	5,884	60.39%	\$ 57.40	\$ 19.77	\$ 57.18	3.11%	\$ 2,184,813
Peoples-Equitable	\$ 173.05	3.18	7,757	3.13%	5,171	66.66%	\$ 54.65	\$ 16.04	\$ 54.46	2.98%	\$ 1,636,909
PGW	\$ 428.09	5.05	27,443	5.78%	18,324	66.77%	\$ 86.72	\$ 36.25	\$ 84.72	11.20%	\$ 3,470,457
UGI-Gas	\$ 181.64	2.98	8,580	2.43%	4,816	56.13%	\$ 63.87	\$ 23.43	\$ 60.93	4.95%	\$ 4,805,837
UGI-Penn Natural	\$ 227.75	3.01	4,840	3.14%	2,799	57.83%	\$ 77.83	\$ 24.23	\$ 75.71	4.95%	\$ 1,982,632
GAS	\$ 283.39	4.15	74,582	3.46%	47,453	63.63%	\$ 69.54	\$ 26.54	\$ 68.34	5.64%	\$ 19,838,779
TOTAL			292,280		217,786						\$ 104,034,904

Note: All industry ave