

2016 Collections Data for the Major Electric and Gas Companies

2016 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
Duquesne	\$ 530,859,408	\$ 8,688,610	1.64%	\$ 1,369,745	\$ 7,318,865	1.38%	15.76%	526,283	63,906
Met.Ed.	\$ 575,062,397	\$ 13,557,436	2.36%	\$ 2,191,428	\$ 11,366,008	1.98%	16.16%	495,698	71,055
PECO	\$ 2,407,004,518	\$ 25,157,943	1.05%	\$ 7,146,966	\$ 18,010,977	0.75%	28.41%	1,466,107	240,178
Penelec	\$ 528,498,042	\$ 12,745,926	2.41%	\$ 2,295,609	\$ 10,450,317	1.98%	18.01%	501,820	70,339
Penn Power	\$ 184,157,994	\$ 2,930,804	1.59%	\$ 646,039	\$ 2,284,765	1.24%	22.04%	143,536	17,991
PPL	\$ 2,042,218,145	\$ 56,183,980	2.75%	\$ 19,288,578	\$ 36,895,402	1.81%	34.33%	1,231,155	170,086
West Penn Pwr	\$ 660,819,787	\$ 12,404,107	1.88%	\$ 2,652,187	\$ 9,751,920	1.48%	21.38%	623,830	86,964
ELECTRIC	\$ 6,928,620,291	\$ 131,668,806	1.90%	\$ 35,590,552	\$ 96,078,254	1.39%	27.03%	4,988,429	720,519
Columbia	\$ 339,157,621	\$ 7,405,860	2.18%	\$ 3,032,997	\$ 4,372,863	1.29%	40.95%	390,394	27,176
NFG	\$ 112,921,146	\$ 3,650,873	3.23%	\$ 577,438	\$ 3,073,435	2.72%	15.82%	197,992	16,525
Peoples	\$ 233,686,044	\$ 10,256,963	4.39%	\$ 312,260	\$ 9,944,703	4.26%	3.04%	331,814	32,024
Peoples-Equitable	\$ 164,798,640	\$ 3,659,582	2.22%	\$ 322,467	\$ 3,337,115	2.02%	8.81%	243,371	25,094
PGW	\$ 408,208,547	\$ 61,371,552	15.03%	\$ 8,391,342	\$ 52,980,210	12.98%	13.67%	473,019	100,260
UGI-Gas	\$ 189,045,405	\$ 4,725,255	2.50%	\$ 1,128,059	\$ 3,597,196	1.90%	23.87%	345,693	55,898
UGI-Penn Natural	\$ 131,594,611	\$ 2,534,491	1.93%	\$ 756,906	\$ 1,777,585	1.35%	29.86%	152,761	25,485
GAS	\$ 1,579,412,014	\$ 93,604,576	5.93%	\$ 14,521,469	\$ 79,083,107	5.01%	15.51%	2,135,044	282,462
TOTAL	\$ 8,508,032,305	\$ 225,273,382		\$ 50,112,021	\$ 175,161,361			7,123,473	1,002,981

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

2016 Collections Data for the Major Electric and Gas Companies

2016 Company	Not on Agreement Overdue Percent	Not on Agreement Dollars Overdue	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
Duquesne	12.14%	\$ 11,011,293	\$ 172.30	2.11	14,553	2.77%	\$ 12,409,870	\$ 852.74	10.43	52.99%
Met.Ed.	14.33%	\$ 15,394,247	\$ 216.65	2.23	30,065	6.07%	\$ 19,000,049	\$ 631.97	6.50	55.24%
PECO	16.38%	\$ 53,310,909	\$ 221.96	2.14	27,238	1.86%	\$ 15,098,732	\$ 554.33	5.34	22.07%
Penelec	14.02%	\$ 15,396,273	\$ 218.89	2.50	30,370	6.05%	\$ 18,031,049	\$ 593.71	6.78	53.94%
Penn Power	12.53%	\$ 4,670,013	\$ 259.57	2.43	7,800	5.43%	\$ 5,036,811	\$ 645.75	6.05	51.89%
PPL	13.82%	\$ 78,760,112	\$ 463.06	3.49	45,290	3.68%	\$ 22,619,415	\$ 499.44	3.77	22.31%
West Penn Pwr	13.94%	\$ 16,434,170	\$ 188.98	2.14	25,358	4.06%	\$ 13,846,802	\$ 546.05	6.17	45.73%
ELECTRIC	14.44%	\$ 194,977,017	\$ 270.61	2.71	180,674	3.62%	\$ 106,042,728	\$ 586.93	5.89	35.23%
Columbia	6.96%	\$ 3,214,484	\$ 118.28	1.61	16,198	4.15%	\$ 8,984,292	\$ 554.65	7.55	73.65%
NFG	8.35%	\$ 3,013,689	\$ 182.37	3.52	5,916	2.99%	\$ 2,340,304	\$ 395.59	7.63	43.71%
Peoples	9.65%	\$ 5,303,925	\$ 165.62	2.79	11,766	3.55%	\$ 3,743,795	\$ 318.19	5.35	41.38%
Peoples-Equitable	10.31%	\$ 3,748,098	\$ 149.36	2.65	6,290	2.58%	\$ 1,711,674	\$ 272.13	4.83	31.35%
PGW	21.20%	\$ 40,262,637	\$ 401.58	5.16	20,691	4.37%	\$ 14,379,213	\$ 694.95	8.94	26.32%
UGI-Gas	16.17%	\$ 7,948,325	\$ 142.19	2.78	4,970	1.44%	\$ 1,733,206	\$ 348.73	6.81	17.90%
UGI-Penn Natural	16.68%	\$ 5,035,760	\$ 197.60	2.79	2,798	1.83%	\$ 1,102,675	\$ 394.09	5.57	17.96%
GAS	13.23%	\$ 68,526,918	\$ 242.61	3.85	68,629	3.21%	\$ 33,995,159	\$ 495.35	7.86	33.16%
TOTAL		\$ 263,503,935			249,303		\$ 140,037,887			

Note: All industry av

2016 Collections Data for the Major Electric and Gas Companies

2016 Company	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Weighted Arrearage	Terminations	Termination Percent per Customer	Reconnections	Reconnect Ratio
Duquesne	18.55%	78,459	14.91%	\$ 23,421,163	\$ 298.51	3.65	12,726	2.42%	8,710	68.44%
Met.Ed.	29.73%	101,120	20.40%	\$ 34,394,296	\$ 340.13	3.50	25,276	5.10%	20,811	82.34%
PECO	10.19%	267,416	18.24%	\$ 68,409,641	\$ 255.82	2.46	85,937	5.86%	70,228	81.72%
Penelec	30.16%	100,709	20.07%	\$ 33,427,322	\$ 331.92	3.79	22,121	4.41%	16,942	76.59%
Penn Power	30.24%	25,791	17.97%	\$ 9,706,824	\$ 376.36	3.53	4,651	3.24%	4,201	90.32%
PPL	21.03%	215,376	17.49%	\$ 101,379,527	\$ 470.71	3.55	40,849	3.32%	30,669	75.08%
West Penn Pwr	22.58%	112,322	18.01%	\$ 30,280,972	\$ 269.59	3.05	14,878	2.38%	11,744	78.94%
ELECTRIC	20.05%	901,193	18.07%	\$ 301,019,745	\$ 334.02	3.35	206,438	4.14%	163,305	79.11%
Columbia	37.34%	43,374	11.11%	\$ 12,198,776	\$ 281.25	3.83	9,945	2.55%	5,199	52.28%
NFG	26.36%	22,441	11.33%	\$ 5,353,993	\$ 238.58	4.60	1,422	0.72%	913	64.21%
Peoples	26.87%	43,790	13.20%	\$ 9,047,720	\$ 206.62	3.47	7,536	2.27%	5,081	67.42%
Peoples-Equitable	20.04%	31,384	12.90%	\$ 5,459,772	\$ 173.97	3.09	5,845	2.40%	4,006	68.54%
PGW	17.11%	120,951	25.57%	\$ 54,641,850	\$ 451.77	5.81	25,805	5.46%	16,771	64.99%
UGI-Gas	8.17%	60,868	17.61%	\$ 9,681,531	\$ 159.06	3.10	12,029	3.48%	7,556	62.81%
UGI-Penn Natural	9.89%	28,283	18.51%	\$ 6,138,435	\$ 217.04	3.07	6,826	4.47%	4,318	63.26%
GAS	19.55%	351,091	16.44%	\$ 102,522,077	\$ 292.01	4.64	69,408	3.25%	43,844	63.17%
TOTAL		1,252,284		\$ 403,541,822			275,846		207,149	

Note: All industry av

2016 Collections Data for the Major Electric and Gas Companies

2016 Company	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	\$ 106.00	\$ 80.00	\$ 81.79	4.41%	\$ 6,530,439
Met.Ed.	\$ 122.00	\$ 89.00	\$ 97.17	5.98%	\$ 16,438,551
PECO	\$ 91.71	\$ 108.99	\$ 103.79	2.84%	\$ 15,528,147
Penelec	\$ 114.00	\$ 83.00	\$ 87.52	6.32%	\$ 15,518,497
Penn Power	\$ 156.00	\$ 96.00	\$ 106.70	5.27%	\$ 3,805,201
PPL	\$ 166.60	\$ 113.81	\$ 132.61	4.96%	\$ 14,178,936
West Penn Pwr	\$ 116.00	\$ 81.00	\$ 88.48	4.58%	\$ 14,741,360
ELECTRIC	\$ 124.62	\$ 93.11	\$ 99.72	4.34%	\$ 86,741,131
Columbia	\$ 74.00	\$ 32.00	\$ 73.46	3.60%	\$ 3,289,473
NFG	\$ 52.10	\$ 26.02	\$ 51.86	4.74%	\$ 533,740
Peoples	\$ 59.67	\$ 25.30	\$ 59.46	3.87%	\$ 2,478,687
Peoples-Equitable	\$ 56.52	\$ 19.45	\$ 56.36	3.31%	\$ 2,385,710
PGW	\$ 79.75	\$ 32.93	\$ 77.77	13.39%	\$2,964,826
UGI-Gas	\$ 53.88	\$ 20.29	\$ 51.23	5.12%	\$ 4,123,296
UGI-Penn Natural	\$ 72.87	\$ 25.36	\$ 70.81	4.66%	\$ 1,484,127
GAS	\$ 64.11	\$ 25.91	\$ 62.99	6.49%	\$ 17,259,859
TOTAL					\$ 104,000,990

Note: All industry av