

Quarterly Update to UCARE Report

January – December 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, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions FKA Inquiries). Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation. 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, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions) by Industry

January through December 2020

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	4,244	288	2,797	36	4,141
Gas	1,290	56	1,443	28	1,231
Water	1,006	77	708	5	1,083
Telecommunications	1,259	98	19	1	692
Other***	12	4	6	0	1,406
Total	7,811	523	4,973	70	8,553

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**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 Complaints, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through December 2019/2020

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Duquesne	558	341	-39%	1,755	174	-90%	853	329	-61%
Met-Ed	798	427	-46%	3,711	325	-91%	1,647	458	-72%
PECO	1,752	885	-49%	6,695	628	-91%	2,553	797	-69%
Penelec	715	388	-46%	4,048	336	-92%	1,879	383	-80%
Penn Power	187	92	-51%	1,212	102	-92%	519	90	-83%
PPL	915	407	-56%	7,413	718	-90%	2,578	682	-74%
West Penn	958	484	-49%	4,286	301	-93%	2,170	440	-80%
Total	5,883	3,024	-49%	29,120	2,584	-91%	12,199	3,179	-74%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through December 2020

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	341	7%	174	6%
Met-Ed	427	6%	325	9%
PECO	885	5%	628	5%
Penelec	388	6%	336	9%
Penn Power	92	6%	102	7%
PPL	407	6%	718	6%
West Penn	484	4%	301	14%
Total	3,024		2,584	
Average		5%		8%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**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 01/01/21.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through December 2019/2020

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2019	2020**	2019	2020**
Duquesne	11.9	12.0	4.0	7.9
Met-Ed	15.8	11.3	7.3	6.7
PECO	18.1	17.0	6.6	6.8
Penelec	16.4	11.9	7.0	5.9
Penn Power	15.8	12.1	7.7	6.4
PPL	18.9	16.7	7.7	4.5
West Penn	15.4	11.1	7.3	5.5
Major Electric	16.6	13.6	7.0	5.9

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/01/21.

Major Natural Gas Distribution Companies

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through December 2019/2020

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Columbia	137	75	-45%	469	64	-86%	246	118	-52%
National Fuel	96	51	-47%	610	57	-91%	189	42	-78%
Peoples**	227	237	4%	870	118	-86%	487	122	-75%
Peoples-Equitale**	163	n/a	n/a	685	n/a	n/a	223	n/a	n/a
Philadelphia Gas Works	920	497	-46%	4,739	538	-89%	1,909	382	-80%
UGI Gas***	296	220	-26%	2,330	631	-73%	679	348	-49%
UGI Penn Natural***	235	n/a	n/a	1,505	n/a	n/a	301	n/a	n/a
Total	2,074	1,080	-48%	11,208	1,408	-87%	4,034	1,012	-75%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**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 Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through December 2020

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	75	0%	64	0%
National Fuel	51	4%	57	7%
Peoples***	237	1%	118	10%
Philadelphia Gas Works	497	7%	538	7%
UGI Gas****	220	6%	631	9%
Total	1,080		1,408	
Average		5%		8%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**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 01/01/21.

***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/PARs (Payment Arrangement Requests)

January through December 2019/2020

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2019	2020**	2019	2020**
Columbia	6.9	9.6	1.2	2.3
National Fuel	12.8	11.0	5.7	4.8
Peoples***	3.6	3.2	1.8	2.0
Peoples-Equitable***	3.7	n/a	1.8	n/a
Philadelphia Gas Works	14.6	9.6	5.7	3.7
UGI Gas****	11.2	8.2	3.6	2.8
UGI Penn Natural****	11.8	n/a	3.8	n/a
Major Gas	11.2	7.9	4.3	3.1

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/01/21.

***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 Water Utilities

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through December 2019/2020

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
Aqua PA	249	160	-36%	529	118	-78%	207	121	-42%
PA American	575	546	-5%	2,766	475	-83%	775	414	-47%
Other Class A	59	60	2%	161	41	-75%	51	61	20%
Total	883	766	-13%	3,456	634	-82%	1,033	596	-42%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Water Utilities

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through December 2020

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	160	16%	118	0%
PA American	546	5%	475	16%
Other Class A	60	5%	41	11%
Total	766		634	
Average		8%		14%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**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 01/01/21.

Major Water Utilities

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through December 2019/2020

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2019	2020**	2019	2020**
Aqua PA	22.2	14.6	18.1	16.0
PA American	20.7	11.9	12.1	5.6
Other Class A	20.1	15.9	11.9	9.7
Major Water	21.1	12.8	13.0	7.5

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/01/21.

Municipal Water & Sewer Utilities

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through December 2019/2020

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
PWSA-Water**	192	174	-9%	127	37	-71%	61	60	-2%
PWSA-Sewer**	55	38	-31%	48	21	-56%	25	8	-68%
Total	247	212	-14%	175	58	-67%	86	68	-21%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**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/PARs (Payment Arrangement Requests)

January through December 2019/2020

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2019	2020**	2019	2020**
PWSA-Water***	8.3	8.8	5.1	7.2
PWSA-Sewer***	10.1	7.8	6.8	6.1
Major Water	8.7	8.6	5.6	6.8

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/01/21.

***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, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through December 2019/2020

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2019	2020	Percent Change	2019	2020	Percent Change	2019	2020	Percent Change
CenturyLink	48	55	15%	6	0	-100%	23	20	-13%
Frontier Commonwealth	138	86	-38%	2	6	200%	59	26	-56%
Verizon North	82	83	1%	1	1	0%	33	28	-15%
Verizon PA	839	798	-5%	10	6	-40%	449	310	-31%
Windstream	85	95	12%	0	3	n/a	23	22	-4%
Total	1,192	1,117	-6%	19	16	-16%	587	406	-31%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Local Telecommunications Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through December 2020

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	55	58%	0	0%
Frontier Commonwealth	86	46%	6	0%
Verizon North	83	61%	1	0%
Verizon PA	798	58%	6	0%
Windstream	95	55%	3	0%
Total	1,117		16	
Average		57%		0%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**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 01/01/21.

Major Local Telecommunications Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through December 2019/2020

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2019	2020**	2019	2020**
CenturyLink	17.1	20.5	21.7	0.0
Frontier Commonwealth	12.9	10.0	19.0	12.7
Verizon North	14.0	13.1	1.0	0.0
Verizon PA	13.3	13.0	5.9	8.0
Windstream	16.0	12.2	0.0	3.5
Major Telecommunications	13.6	13.1	12.0	8.7

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2020 statistics are based on preliminary data on response time from the Consumer Services Information System as of 01/01/21.

Compliance

Residential Verified Infraction Statistics by Industry* Informal Complaints Opened January through December 2020

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	42	26	20	24	8	25	33
Title 66 and Other	2	0	2	0	0	1	1
Total	44	26	22	24	8	26	34
GAS	Columbia	National Fuel	Peoples**	Philadelphia Gas Works	UGI Gas***		
Chapter 56	0	1	2	80	19		
Title 66 and Other	0	0	0	1	0		
Total	0	1	2	81	19		
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	26		36		2		
Title 66 and Other	0		0		0		
Total	26		36		2		
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	4	7	15	46	9		
Chapter 63	30	58	99	786	51		
Chapter 64	1	9	6	27	5		
Title 66 and Other	4	2	6	49	5		
Total	39	76	126	908	70		

*Infraction data on this page is accurate as of 01/13/21.

**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 Complaint – Complaint to BCS involving billing, service, rates and other issues not related to requests for payment terms.

First Contact Resolution (FCR) – Consumer contact to BCS that require no follow-up investigation beyond the initial contact.

Infraction – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

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 Request (PAR) – Consumer request 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 Complaint – A consumer complaint 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 PAR – 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 consumer complaint or PAR, to the date on which the utility provides BCS with its report.