

## 2020 Collections Data for the Major Electric and Gas Companies

Updated 8/10/21 2020 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	\$ 590,711,570	\$ 13,917,013	2.36%	\$ 8,030,172	\$ 5,886,841	1.00%	57.70%	541,210	69,206	12.79%	\$ 19,477,079	\$ 281.44
Met.Ed.	\$ 609,398,255	\$ 10,590,500	1.74%	\$ 2,673,864	\$ 7,916,636	1.30%	25.25%	508,753	69,479	13.66%	\$ 22,677,936	\$ 326.40
PECO	\$ 2,460,660,707	\$ 18,363,350	0.75%	\$ 9,743,051	\$ 8,620,299	0.35%	53.06%	1,518,942	262,056	17.25%	\$ 97,897,132	\$ 373.57
Penelec	\$ 570,011,917	\$ 11,281,446	1.98%	\$ 2,888,264	\$ 8,393,182	1.47%	25.60%	501,635	69,594	13.87%	\$ 23,979,365	\$ 344.56
Penn Power	\$ 187,558,506	\$ 2,406,621	1.28%	\$ 579,900	\$ 1,826,721	0.97%	24.10%	147,020	17,115	11.64%	\$ 5,946,877	\$ 347.47
PPL	\$ 1,983,204,481	\$ 32,110,096	1.62%	\$ 18,512,606	\$ 13,597,490	0.69%	57.65%	1,243,501	137,655	11.07%	\$ 86,479,219	\$ 628.23
West Penn Pwr	\$ 679,260,398	\$ 11,035,112	1.62%	\$ 2,512,210	\$ 8,522,902	1.25%	22.77%	630,039	78,149	12.40%	\$ 25,153,473	\$ 321.87
<b>ELECTRIC</b>	<b>\$ 7,080,805,834</b>	<b>\$ 99,704,138</b>	<b>1.41%</b>	<b>\$ 44,940,067</b>	<b>\$ 54,764,071</b>	<b>0.77%</b>	<b>45.07%</b>	<b>5,091,100</b>	<b>703,254</b>	<b>13.81%</b>	<b>\$ 281,611,081</b>	<b>\$ 400.44</b>
Columbia	\$ 399,445,838	\$ 4,204,533	1.05%	\$ 1,432,623	\$ 2,771,910	0.69%	34.07%	405,653	15,570	3.84%	\$ 3,821,101	\$ 245.41
NFG	\$ 130,691,047	\$ 4,079,349	3.12%	\$ 1,049,759	\$ 3,029,590	2.32%	25.73%	197,945	18,099	9.14%	\$ 6,379,179	\$ 352.46
Peoples*	\$ 472,741,659	\$ 11,997,514	2.54%	\$ 1,578,066	\$ 10,419,448	2.20%	13.15%	591,996	61,457	10.38%	\$ 16,354,369	\$ 266.11
PGW	\$ 499,157,709	\$ 21,030,875	4.21%	\$ 2,906,716	\$ 18,124,159	3.63%	13.82%	486,934	115,715	23.76%	\$ 66,553,912	\$ 575.15
UGI-Gas**	\$ 481,690,358	\$ 10,734,440	2.23%	\$ 3,962,346	\$ 6,772,094	1.41%	36.91%	604,375	64,187	10.62%	\$ 13,309,225	\$ 207.35
<b>GAS</b>	<b>\$ 1,983,726,611</b>	<b>\$ 52,046,711</b>	<b>2.62%</b>	<b>\$ 10,929,510</b>	<b>\$ 41,117,201</b>	<b>2.07%</b>	<b>21.00%</b>	<b>2,286,903</b>	<b>275,028</b>	<b>12.03%</b>	<b>\$ 106,417,786</b>	<b>\$ 386.93</b>
<b>TOTAL</b>	<b>\$ 9,064,532,445</b>	<b>\$ 151,750,849</b>		<b>\$ 55,869,577</b>	<b>\$ 95,881,272</b>			<b>7,378,003</b>	<b>978,282</b>		<b>\$ 388,028,867</b>	

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

\*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

\*\*Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

## 2020 Collections Data for the Major Electric and Gas Companies

Updated 8/10/21 2020 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
Duquesne	3.11	13,283	2.45%	\$ 16,858,971	\$ 1,269.21	14.02	46.40%	16.10%	82,489	15.24%	\$ 36,336,050	\$ 440.50
Met.Ed.	3.27	21,629	4.25%	\$ 21,030,147	\$ 972.31	9.73	48.12%	23.74%	91,108	17.91%	\$ 43,708,083	\$ 479.74
PECO	3.64	26,084	1.72%	\$ 23,679,206	\$ 907.81	8.84	19.48%	9.05%	288,140	18.97%	\$ 121,576,338	\$ 421.93
Penelec	3.63	22,471	4.48%	\$ 23,778,411	\$ 1,058.18	11.14	49.79%	24.41%	92,065	18.35%	\$ 47,757,776	\$ 518.74
Penn Power	3.27	5,303	3.61%	\$ 5,865,977	\$ 1,106.16	10.41	49.66%	23.66%	22,418	15.25%	\$ 11,812,854	\$ 526.94
PPL	4.80	46,991	3.78%	\$ 24,813,543	\$ 528.05	4.03	22.30%	25.45%	184,646	14.85%	\$ 111,292,762	\$ 602.74
West Penn Pwr	3.58	22,790	3.62%	\$ 25,712,400	\$ 1,128.23	12.54	50.55%	22.58%	100,939	16.02%	\$ 50,865,873	\$ 503.93
<b>ELECTRIC</b>	<b>3.92</b>	<b>158,551</b>	<b>3.11%</b>	<b>\$ 141,738,655</b>	<b>\$ 893.96</b>	<b>8.75</b>	<b>33.48%</b>	<b>18.40%</b>	<b>861,805</b>	<b>16.93%</b>	<b>\$ 423,349,736</b>	<b>\$ 491.24</b>
Columbia	2.94	15,207	3.75%	\$ 13,209,825	\$ 868.67	10.41	77.56%	49.41%	30,777	7.59%	\$ 17,030,926	\$ 553.37
NFG	6.39	16,080	8.12%	\$ 969,223	\$ 60.28	1.09	13.19%	47.05%	34,179	17.27%	\$ 7,348,402	\$ 215.00
Peoples*	3.88	16,077	2.72%	\$ 8,103,442	\$ 504.04	7.35	33.13%	20.74%	77,534	13.10%	\$ 24,457,811	\$ 315.45
PGW	6.87	9,586	1.97%	\$ 5,950,955	\$ 620.80	7.41	8.21%	7.65%	125,301	25.73%	\$ 72,504,867	\$ 578.65
UGI-Gas**	2.95	20,152	3.33%	\$ 20,189,684	\$ 1,001.87	14.25	60.27%	23.89%	84,339	13.95%	\$ 33,498,909	\$ 397.19
<b>GAS</b>	<b>5.36</b>	<b>77,102</b>	<b>3.37%</b>	<b>\$ 48,423,129</b>	<b>\$ 628.04</b>	<b>8.69</b>	<b>31.27%</b>	<b>21.90%</b>	<b>352,130</b>	<b>15.40%</b>	<b>\$ 154,840,915</b>	<b>\$ 439.73</b>
<b>TOTAL</b>		<b>235,653</b>		<b>\$ 190,161,784</b>					<b>1,213,935</b>		<b>\$ 578,190,651</b>	

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## 2020 Collections Data for the Major Electric and Gas Companies

Updated 8/10/21 2020 Company	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	4.87	-	0.00%	-	0.00%	\$ 108.00	\$ 89.00	\$ 90.53	6.15%	\$ 5,047,179
Met.Ed.	4.80	754	0.15%	485	64.32%	\$ 123.00	\$ 91.00	\$ 99.91	7.17%	\$ 12,916,942
PECO	4.11	81	0.01%	1,181	1458.02%	\$ 94.62	\$ 106.33	\$ 102.74	4.94%	\$ 12,776,700
Penelec	5.46	760	0.15%	480	63.16%	\$ 119.00	\$ 90.00	\$ 94.98	8.38%	\$ 13,276,426
Penn Power	4.96	150	0.10%	85	56.67%	\$ 145.00	\$ 96.00	\$ 106.30	6.30%	\$ 3,137,598
PPL	4.60	1,502	0.12%	840	55.93%	\$ 161.13	\$ 113.10	\$ 131.01	5.61%	\$ 9,860,638
West Penn Pwr	5.60	796	0.13%	536	67.34%	\$ 115.00	\$ 82.00	\$ 90.00	7.49%	\$ 12,947,688
<b>ELECTRIC</b>	<b>4.81</b>	<b>4,043</b>	<b>0.08%</b>	<b>3,607</b>	<b>89.22%</b>	<b>\$ 123.68</b>	<b>\$ 95.35</b>	<b>\$ 102.21</b>	<b>5.98%</b>	<b>\$ 69,963,171</b>
Columbia	6.63	12	0.00%	235	1958.33%	\$ 84.00	\$ 38.00	\$ 83.44	4.26%	\$ 2,000,716
NFG	3.90	-	0.00%	167	0.00%	\$ 55.35	\$ 25.16	\$ 55.13	5.62%	\$ 488,958
Peoples*	4.60	823	0.14%	988	120.05%	\$ 68.80	\$ 23.27	\$ 68.57	5.17%	\$ 3,240,421
PGW	6.91	-	0.00%	1,256	0.00%	\$ 85.21	\$ 41.95	\$ 83.76	14.53%	\$ 957,865
UGI-Gas**	5.65	356	0.06%	579	162.64%	\$ 72.67	\$ 25.29	\$ 70.30	6.95%	\$ 4,599,633
<b>GAS</b>	<b>6.09</b>	<b>1,191</b>	<b>0.05%</b>	<b>3,225</b>	<b>270.78%</b>	<b>\$ 73.21</b>	<b>\$ 30.73</b>	<b>\$ 72.24</b>	<b>7.81%</b>	<b>\$ 11,287,593</b>
<b>TOTAL</b>		<b>5,234</b>		<b>6,832</b>						<b>\$ 81,250,764</b>

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