

Quarterly Update to UCARE Report

January – June 2021

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.

Table of Contents

<u>Introduction</u>	2
<u>BCS Activity</u>	
▪ Electric, Gas, Water and Telecommunications	4
<u>Major Electric Distribution Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	5
▪ Percent of Justified Residential Consumer Complaints/PARs.....	6
▪ Response Time to Residential Consumer Complaints/PARs.....	7
<u>Major Natural Gas Distribution Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	8
▪ Percent of Justified Residential Consumer Complaints/PARs.....	9
▪ Response Time to Residential Consumer Complaints/PARs.....	10
<u>Major Water Utilities</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	11
▪ Percent of Justified Residential Consumer Complaints/PARs.....	12
▪ Response Time to Residential Consumer Complaints/PARs.....	13
<u>Municipal Water and Sewer Utilities</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	14
▪ Response Time to Residential Consumer Complaints/PARs.....	15
<u>Major Local Telecommunications Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	16
▪ Percent of Justified Residential Consumer Complaints/PARs.....	17
▪ Response Time to Residential Consumer Complaints/PARs.....	18
<u>Compliance—Residential Verified Infraction Statistics by Industry</u>	
▪ Major Electric Distribution Companies.....	19
▪ Major Natural Gas Distribution Companies	19
▪ Major Water Utilities.....	19
▪ Major Local Telecommunications Companies.....	19
<u>Glossary of Terms</u>	20

BCS Activity

Total Volume of Consumer Complaints, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions) by Industry

January through June 2021

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	2,339	175	4,270	82	2,198
Gas	835	62	1,485	54	639
Water	594	57	475	5	555
Telecommunications	622	61	8	0	427
Other***	10	1	1	0	1,031
Total	4,400	356	6,239	141	4,850

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

January through June 2021/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
Duquesne	125	218	74%	65	390	500%	155	220	42%
Met-Ed	189	212	12%	180	408	127%	297	161	-46%
PECO	473	557	18%	522	1,152	121%	571	596	4%
Penelec	160	235	47%	192	495	158%	232	161	-31%
Penn Power	54	48	-11%	59	139	136%	61	46	-25%
PPL	184	239	30%	495	1,061	114%	448	467	4%
West Penn	209	256	22%	179	528	195%	300	189	-37%
Total	1,394	1,765	27%	1,692	4,173	147%	2,064	1,840	-11%

*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 June 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	218	16%	390	16%
Met-Ed	212	10%	408	11%
PECO	557	8%	1,152	6%
Penelec	235	9%	495	12%
Penn Power	48	3%	139	23%
PPL	239	7%	1,061	13%
West Penn	256	8%	528	11%
Total	1,765		4,173	
Average		9%		12%

*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 07/02/2021.

Major Electric Distribution Companies

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

January through June 2021/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Duquesne	10.7	11.5	4.5	8.1
Met-Ed	11.5	11.3	6.7	4.0
PECO	16.0	17.2	6.2	8.2
Penelec	13.4	11.0	5.8	4.3
Penn Power	11.1	11.6	6.1	4.5
PPL	15.3	19.1	4.0	6.3
West Penn	11.2	10.7	5.1	4.9
Major Electric	13.5	14.1	5.4	6.3

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/02/2021.

Major Natural Gas Distribution Companies

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

January through June 2021/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
Columbia	38	64	68%	48	134	179%	78	82	5%
National Fuel	27	33	22%	43	94	119%	29	23	-21%
Peoples	92	188	104%	40	308	670%	65	74	14%
Philadelphia Gas Works	241	278	15%	348	611	76%	265	204	-23%
UGI Gas	101	129	28%	476	314	-34%	270	117	-57%
Total	499	692	39%	955	1,461	53%	707	500	-29%

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

Major Natural Gas Distribution Companies

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

January through June 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	64	5%	134	4%
National Fuel	33	10%	94	16%
Peoples	188	2%	308	8%
Philadelphia Gas Works	278	29%	611	8%
UGI Gas	129	20%	314	5%
Total	692		1,461	
Average		17%		7%

*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 07/02/2021.

Major Natural Gas Distribution Companies

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

January through June 2021/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Columbia	10.4	10.3	2.1	6.7
National Fuel	10.0	12.3	4.9	5.9
Peoples	3.0	4.1	1.5	1.9
Philadelphia Gas Works	7.6	20.8	2.9	16.8
UGI Gas	6.7	7.6	1.6	2.4
Major Gas	6.9	12.2	2.2	8.8

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/02/2021.

Major Water Utilities

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

January through June 2021/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
Aqua PA	59	127	115%	80	58	-28%	72	66	-8%
PA American	228	315	38%	387	382	-1%	288	265	-8%
Other Class A	17	28	65%	36	17	-53%	33	29	-12%
Total	304	470	55%	503	457	-9%	393	360	-8%

*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 June 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	127	9%	58	24%
PA American	315	9%	382	11%
Other Class A	28	6%	17	20%
Total	470		457	
Average		9%		13%

*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 07/02/2021.

Major Water Utilities

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

January through June 2021/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
Aqua PA	18.5	16.2	18.6	7.6
PA American	12.0	14.6	5.3	9.4
Other Class A	21.1	19.1	10.4	11.0
Major Water	13.7	15.3	7.5	9.2

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/02/2021.

Municipal Water & Sewer Utilities

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

January through June 2021/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
PWSA-Water**	63	101	60%	22	11	-50%	32	36	13%
PWSA-Sewer**	10	13	30%	17	1	-94%	5	9	80%
Total	73	114	56%	39	12	-69%	37	45	22%

*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 June 2021/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
PWSA-Water***	9.0	10.7	6.8	7.4
PWSA-Sewer***	7.4	9.9	4.3	8.0
Major Water	8.8	10.6	5.7	7.5

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/02/2021.

***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 June 2021/2021

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2020	2021	Percent Change	2020	2021	Percent Change	2020	2021	Percent Change
CenturyLink	18	35	94%	0	0	0%	9	13	44%
Frontier Commonwealth	31	35	13%	3	0	0%	16	19	19%
Verizon North	33	37	12%	0	0	0%	12	7	-42%
Verizon PA	293	406	39%	1	8	700%	158	182	15%
Windstream	37	35	-5%	2	0	0%	10	13	30%
Total	412	548	33%	6	8	33%	205	234	14%

*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 June 2021

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	35	37%	0	0%
Frontier Commonwealth	35	26%	0	0%
Verizon North	37	52%	0	0%
Verizon PA	406	49%	8	0%
Windstream	35	13%	0	0%
Total	548		8	
Average		45%		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 07/02/2021.

Major Local Telecommunications Companies

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

January through June 2021/2021

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2020	2021**	2020	2021**
CenturyLink	17.7	24.9	0.0	0.0
Frontier Commonwealth	11.5	8.5	15.0	0.0
Verizon North	12.9	13.3	0.0	0.0
Verizon PA	12.0	13.1	3.0	8.0
Windstream	9.4	12.0	3.5	0.0
Major Telecommunications	12.0	13.5	9.2	8.0

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

**The 2021 statistics are based on preliminary data on response time from the Consumer Services Information System as of 07/02/2021.

Compliance

Snapshot of Residential Verified Infraction Statistics by Industry* Informal Complaints Opened January through June 2021

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	61	29	68	22	7	19	27
Title 66 and Other	16	12	3	12	7	2	14
Total	77	41	71	34	14	21	41
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	5	4	8	154	50		
Title 66 and Other	3	3	8	9	4		
Total	8	7	16	163	54		
WATER	Aqua PA	PA American	Other Class A				
Chapter 56	16	56	6				
Title 66 and Other	3	8	0				
Total	19	64	6				
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	3	1	5	14	2		
Chapter 63	27	9	31	279	9		
Chapter 64	2	3	5	65	0		
Title 66 and Other	1	2	1	32	2		
Total	33	15	42	390	13		

*Infraction data on this page is subject to change if the utility disputes infraction(s) or BCS staff discovers additional infraction(s). Final infraction statistics will appear in the annual UCARE report.

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.