

2021 Collections Data for the Major Electric and Gas Companies

Updated 6/17/22 2021 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Residential Customers 12-Month Avg	Not on Agreement # Overdue Customers 12-Month Avg
Duquesne	\$ 609,464,880	\$ 16,401,937	2.69%	\$ 4,882,830	\$ 11,519,107	1.89%	29.77%	44,828	498,472	543,300	54,388
Met Ed	\$ 652,803,005	\$ 12,067,089	1.85%	\$ 3,130,435	\$ 8,936,654	1.37%	25.94%	146,224	365,992	512,216	54,362
PECO	\$ 2,507,305,990	\$ 32,968,358	1.31%	\$ 10,109,421	\$ 22,858,937	0.91%	30.66%	616,953	913,393	1,530,346	221,647
Penelec	\$ 582,846,673	\$ 12,539,131	2.15%	\$ 3,481,373	\$ 9,057,758	1.55%	27.76%	88,930	412,886	501,816	54,169
Penn Power	\$ 195,167,327	\$ 2,394,623	1.23%	\$ 754,093	\$ 1,640,530	0.84%	31.49%	32,073	116,065	148,138	13,798
PPL	\$ 2,065,591,575	\$ 45,878,601	2.22%	\$ 17,514,707	\$ 28,363,894	1.37%	38.18%	472,456	778,740	1,251,196	115,070
West Penn Pwr	\$ 669,041,945	\$ 10,780,567	1.61%	\$ 3,273,187	\$ 7,507,380	1.12%	30.36%	157,081	475,334	632,415	61,526
ELECTRIC	\$ 7,282,221,395	\$ 133,030,306	1.83%	\$ 43,146,046	\$ 89,884,260	1.23%	32.43%	1,558,545	3,560,882	5,119,427	574,960
Columbia	\$ 477,280,261	\$ 10,761,148	2.25%	\$ 3,372,205	\$ 7,388,943	1.55%	31.34%	403,094	4,798	407,892	24,737
NFG	\$ 145,155,802	\$ 2,047,895	1.41%	\$ 1,184,699	\$ 863,196	0.59%	57.85%	196,561	1,446	198,007	12,055
Peoples	\$ 509,264,056	\$ 9,696,316	1.90%	\$ 546,003	\$ 9,150,313	1.80%	5.63%	590,325	2,764	593,089	55,187
PGW	\$ 521,228,457	\$ 21,599,262	4.14%	\$ 2,460,871	\$ 19,138,391	3.67%	11.39%	473,514	15,303	488,817	112,799
UGI-Gas	\$ 526,986,632	\$ 16,204,625	3.07%	\$ 4,248,406	\$ 11,956,219	2.27%	26.22%	582,650	28,981	611,631	66,113
GAS	\$ 2,179,915,208	\$ 60,309,246	2.77%	\$ 11,812,184	\$ 48,497,062	2.22%	19.59%	2,246,144	53,292	2,299,436	270,891
TOTAL	\$ 9,462,136,603	\$ 193,339,552		\$ 54,958,230	\$ 138,381,322			3,804,689	3,614,174	7,418,863	845,851

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

2021 Collections Data for the Major Electric and Gas Companies

Updated 6/17/22 2021 Company	Not on Agreement Overdue Percent	Not on Agreement Dollars Overdue 12-Month Avg	Not on Agreement Average Arrearage	Not on Agreement Weighted Arrearage	Agreements # Overdue Customers 12-Month Avg	Agreements Overdue Percent	Agreements Dollars Overdue 12-Month Avg	Agreements Average Arrearage	Agreements Weighted Arrearage	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements
Duquesne	10.01%	\$ 13,115,902	\$ 241.15	2.61	12,445	2.29%	\$ 16,096,683	\$ 1,293.43	13.97	55.10%	18.62%
Met Ed	10.61%	\$ 17,209,124	\$ 316.57	2.97	20,140	3.93%	\$ 29,844,036	\$ 1,481.83	13.92	63.43%	27.03%
PECO	14.48%	\$ 87,437,961	\$ 394.49	3.79	54,448	3.56%	\$ 55,376,180	\$ 1,017.05	9.78	38.77%	19.72%
Penelec	10.79%	\$ 17,748,581	\$ 327.65	3.37	21,219	4.23%	\$ 34,129,852	\$ 1,608.46	16.56	65.79%	28.15%
Penn Power	9.31%	\$ 4,799,983	\$ 347.88	3.17	5,204	3.51%	\$ 8,759,439	\$ 1,683.21	15.33	64.60%	27.39%
PPL	9.20%	\$ 63,433,044	\$ 551.26	4.06	65,908	5.27%	\$ 62,558,194	\$ 949.17	7.00	49.65%	36.42%
West Penn Pwr	9.73%	\$ 19,628,964	\$ 319.04	3.62	21,337	3.37%	\$ 35,971,437	\$ 1,685.87	19.11	64.70%	25.75%
ELECTRIC	11.23%	223,373,559	\$ 388.50	3.71	200,701	3.92%	\$ 242,735,821	\$ 1,209.44	11.54	52.08%	25.87%
Columbia	6.06%	\$ 5,908,152	\$ 238.84	2.43	14,602	3.58%	\$ 15,476,376	\$ 1,059.88	10.78	72.37%	37.12%
NFG	6.09%	\$ 4,266,300	\$ 353.90	5.67	15,984	8.07%	\$ 2,512,438	\$ 157.18	2.52	37.06%	57.01%
Peoples	9.31%	\$ 11,671,390	\$ 211.49	2.85	11,851	2.00%	\$ 11,294,258	\$ 953.02	12.84	49.18%	17.68%
PGW	23.08%	\$ 63,974,421	\$ 567.15	6.54	16,714	3.42%	\$ 21,992,198	\$ 1,315.80	15.17	25.58%	12.91%
UGI-Gas	10.81%	\$ 13,933,448	\$ 210.75	2.74	16,018	2.62%	\$ 19,240,805	\$ 1,201.20	15.63	58.00%	19.50%
GAS	11.78%	\$ 99,753,711	\$ 368.24	4.62	75,169	3.27%	\$ 70,516,075	\$ 938.10	11.77	41.41%	21.72%
TOTAL		\$ 323,127,270			275,870		\$ 313,251,896				

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

2021 Collections Data for the Major Electric and Gas Companies

Updated 6/17/22 2021 Company	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Weighted Arrearage	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill
Duquesne	66,833	12.30%	\$ 29,212,585	\$ 437.10	4.72	30,945	5.70%	24,848	80.30%	\$ 110.00	\$ 91.00	\$ 92.57
Met Ed	74,502	14.55%	\$ 47,053,160	\$ 631.57	5.93	26,941	5.26%	23,842	88.50%	\$ 130.00	\$ 97.00	\$ 106.42
PECO	276,095	18.04%	\$ 142,814,141	\$ 517.26	4.97	76,487	5.00%	66,909	87.48%	\$ 96.26	\$ 107.49	\$ 104.04
Penelec	75,388	15.02%	\$ 51,878,433	\$ 688.15	7.08	20,354	4.06%	16,094	79.07%	\$ 121.00	\$ 92.00	\$ 97.14
Penn Power	19,002	12.83%	\$ 13,559,422	\$ 713.58	6.50	2,416	1.63%	1,844	76.32%	\$ 149.00	\$ 99.00	\$ 109.83
PPL	180,978	14.46%	\$ 125,991,238	\$ 696.17	5.13	30,843	2.47%	22,309	72.33%	\$ 166.42	\$ 116.93	\$ 135.62
West Penn Pwr	82,863	13.10%	\$ 55,600,401	\$ 670.99	7.61	16,147	2.55%	12,882	79.78%	\$ 113.00	\$ 80.00	\$ 88.20
ELECTRIC	775,661	15.15%	\$ 466,109,380	\$ 600.92	5.73	204,133	3.99%	168,728	82.66%	\$ 126.53	\$ 97.63	\$ 104.83
Columbia	39,339	9.64%	\$ 21,384,528	\$ 543.60	5.53	9,760	2.39%	5,503	56.38%	\$ 99.00	\$ 44.00	\$ 98.35
NFG	28,039	14.16%	\$ 6,778,738	\$ 241.76	3.87	7,091	3.58%	5,095	71.85%	\$ 62.70	\$ 27.20	\$ 62.44
Peoples	67,038	11.30%	\$ 22,965,648	\$ 342.58	4.62	23,754	4.01%	18,349	77.25%	\$ 74.46	\$ 23.60	\$ 74.22
PGW	129,513	26.50%	\$ 85,966,619	\$ 663.77	7.65	15,669	3.21%	10,567	67.44%	\$ 88.12	\$ 44.48	\$ 86.75
UGI-Gas	82,131	13.43%	\$ 33,174,253	\$ 403.92	5.26	23,013	3.76%	17,239	74.91%	\$ 78.51	\$ 43.00	\$ 76.83
GAS	346,060	15.05%	\$ 170,269,786	\$ 492.02	6.17	79,287	3.45%	56,753	71.58%	\$ 80.56	\$ 36.46	\$ 79.72
TOTAL	1,121,721		\$ 636,379,166			283,420		225,481				

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

2021 Collections Data for the Major Electric and Gas Companies

Updated 6/17/22 2021 Company	% of Billings In Debt	Annual Collections Operating Expenses
Duquesne	4.79%	\$ 5,650,501
Met Ed	7.21%	\$ 14,477,392
PECO	5.70%	\$ 19,187,292
Penelec	8.90%	\$ 14,575,137
Penn Power	6.95%	\$ 3,072,511
PPL	6.10%	\$ 10,676,233
West Penn Pwr	8.31%	\$ 12,841,965
ELECTRIC	6.40%	\$ 80,481,031
Columbia	4.48%	\$ 3,087,170
NFG	4.67%	\$ 715,813
Peoples	4.51%	\$ 5,424,383
PGW	16.49%	\$ 1,050,275
UGI-Gas	6.30%	\$ 8,157,817
GAS	7.81%	\$ 18,435,458
TOTAL		\$ 98,916,489

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