



# **2021** CUSTOMER SERVICE PERFORMANCE REPORT

*PENNSYLVANIA ELECTRIC & NATURAL GAS  
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES*

SEPTEMBER 2022



# **Customer Service Performance Report 2021**

**September 2022**

**Published by:**

**Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120  
[www.puc.pa.gov](http://www.puc.pa.gov)**

**Bureau of Consumer Services  
Alexis Bechtel, Director**

# Table of Contents

- Executive Summary** ..... iii
- Introduction**..... 1
- COVID-19 Pandemic: Responses and Recovery** ..... 2
  
- I. Company-Reported Performance Data**
  - A. Telephone Access**
    - 1. Busy-Out Rate ..... 5
    - 2. Call Abandonment Rate..... 6
    - 3. Percent of Calls Answered Within 30 Seconds ..... 8
  - B. Billing**
    - 1. Number and Percentage of Residential Bills Not Rendered Once Every Billing Period ..... 11
    - 2. Number and Percentage of Bills to Small-Business Customers Not Rendered Once Every Billing Period ..... 12
  - C. Meter Reading**
    - 1. Number and Percentage of Residential Meters Not Read by Company or Customers in Six Months ..... 14
    - 2. Number and Percentage of Residential Meters Not Read in 12 Months ..... 15
    - 3. Annual Average Number and Percentage of Residential Remote Meters Not Read in Five Years ..... 17
  - D. Response to Disputes**
    - 1. Number of Residential Disputes That Did Not Receive a Response within 30 Days ..... 17
  
- II. Customer Transaction Survey Results**
  - A. Reaching the Company** ..... 20
  - B. Automated Phone Systems** ..... 21
  - C. Company Representatives** ..... 23
  - D. Overall Satisfaction** ..... 26
  
- III. Conclusion** ..... 28

## Appendix A

Table 1A Electric Distribution Company (EDC) Survey Results.....	29
Table 1B EDC Survey Results (continued).....	29
Table 2 Overall Satisfaction with EDC Contact: Credit/Collection Calls v. Other Calls.....	30
Table 3 Contacting an EDC.....	30
Table 4 Consumer Ratings of EDC Representatives .....	31
Table 5A Premises Visit from an EDC Field Representative .....	31
Table 5B Premises Visit from an EDC Field Representative (continued).....	32
Table 6 Characteristics of EDC Survey Participants.....	32
Table 7A EDC Survey Participants Reasons for Contact.....	33
Table 7B EDC Survey Participants Reasons for Contact (continued).....	33
Table 7C EDC Survey Participants Reasons for Contact (continued).....	34
Table 8 Average Number of EDC Residential Customers .....	34

## Appendix B

Table 1A Natural Gas Distribution Company (NGDC) Survey Results .....	35
Table 1B NGDC Survey Results (continued).....	35
Table 2 Overall Satisfaction with NGDC Contact: Credit/Collection Calls v. Other Calls.....	36
Table 3 Contacting an NGDC.....	36
Table 4 Consumer Ratings of NGDC Representatives.....	37
Table 5A Premises Visit from an NGDC Field Representative .....	37
Table 5B Premises Visit from an NGDC Field Representative (continued).....	38
Table 6 Characteristics of NGDC Survey Participants .....	38
Table 7A NGDC Survey Participants Reasons for Contact.....	39
Table 7B NGDC Survey Participants Reasons for Contact (continued).....	39
Table 7C NGDC Survey Participants Reasons for Contact (continued).....	39
Table 8 Average Number of NGDC Residential Customers .....	40

## Executive Summary

The data provided in the following report provides quality-of-service performance measurements of the major Electric Distribution Companies (EDCs) and Natural Gas Distribution Companies (NGDCs) operating in Pennsylvania. The report is required by the Electricity Generation Customer Choice and Competition Act and the Natural Gas Choice and Competition Act to ensure EDCs and NGDCs maintain, at a minimum, the levels of customer service that existed prior to the effective dates of the acts.

The information provided in this report includes performance data submitted to the PUC by the EDCs and NGDCs as well as survey response data that highlights how customers rated their most recent interaction with a utility. The data provided by the companies includes measurements on several customer service variables, including telephone access to the company, billing frequency, meter readings and timely responses to customer disputes. The survey data summarized in the report represents direct customer feedback on the customer service operations of the utility, including the ease of contacting the utility, the knowledge and courtesy of the utility's customer service staff and the customers' overall satisfaction with the way the company handled the contacts.

In 2021, we continued to see the impacts the major EDCs and NGDCs encountered in response to the lingering effects of the COVID-19 pandemic. Many of the health and safety precautions that were implemented early in the pandemic, including protections that stayed utility service terminations, were eased or lifted during 2021. As the moratorium on collection terminations ended on Mar. 31, 2021, most EDCs and NGDCs saw corresponding increases in the volume of customer calls, including some utilities experiencing 20-30% more calls in 2021 in comparison to 2020. In addition to the increase in the number of calls received, several utilities reported that the "complexity" of customer issues increased, which also increased call handle times. Taken as a whole, these effects diminished the performance of several regulated utilities in 2021 relative to the metrics for "Telephone Access".

The COVID-19 pandemic also impacted key performance metrics that are directly influenced by the availability of a skilled workforce. For example, several regulated utilities noted that staffing issues impacted performance relative to the metrics associated with "Telephone Access," "Billing" and "Metering." As EDCs and NGDCs struggled with staffing shortages and higher employee turnover, they sought to augment their staff. The lack of a skilled labor pool as well as the time needed to hire and train new and less experienced staff had repercussions on utility performance in 2021.

As the health and safety precautions implemented due to the pandemic began to ease, many utilities resumed field activities in 2021. While those precautions were necessary early in the pandemic to protect both the customer and field staff, they often resulted in backlogs that the utilities continued to address in 2021. Without field service activities, meter readings and associated meter replacements and regular maintenance were postponed resulting in impacts to both customer billing and the resolution of customer complaints, which are seen in the diminished performance of several utilities in 2021.

As the continued recovery from the COVID-19 pandemic impacted the performance of some EDCs and NGDCs in 2021, it is not surprising that corresponding results from customer surveys of utility performance were also obtained. In 2021, the EDC industry average showed that 88% of consumers were "satisfied" and 75% were "very satisfied" with the overall quality of service they received from their EDCs. These figures are down from 2020, where 89% of consumers were "satisfied" and 77% were "very satisfied". In 2021, the industry average for overall satisfaction with NGDC customer contacts was 90%, with 79% being "very satisfied." These figures were also down from 2020 levels, where 93% of NGDC customers were "satisfied" and 83% were "very satisfied." While the utility performance and customer survey data from 2021 shows the lingering impacts of COVID-19, taken as a whole, these impacts were not universally experienced by all NGDCs and EDCs. As recovery continues and the lessons learned from the pandemic are applied, several utilities reported plans to implement measures that are anticipated to strengthen performance in 2022.

## Introduction

This report<sup>1</sup> by the Public Utility Commission (PUC or Commission) presents quality of service data for the major electric distribution companies<sup>2</sup> (EDCs) and the major natural gas distribution companies<sup>3</sup> (NGDCs). Pursuant to the requirements of the Electricity Generation Customer Choice and Competition Act<sup>4</sup> and the Natural Gas Choice and Competition Act<sup>5</sup>, EDCs and NGDCs are required to maintain, at a minimum, the levels of customer service that existed prior to the effective dates of the acts. In order to establish a means to monitor customer service, the Commission promulgated regulations that specify the information that will be reported to and analyzed by the PUC. Regulations require the EDCs<sup>6</sup> and the NGDCs<sup>7</sup> to report on important components of customer service, including telephone access to the company; billing frequency; meter reading; timely response to customer disputes; and the level of customer satisfaction with the company's handling of recent interactions with its customers<sup>8</sup>.

For this report, the Commission uses two sources of data to monitor the quality of customer service performance achieved by the major electric and natural gas companies. The first source of data is from the companies themselves, which are required to report measurements to the Commission on telephone access to the company; billing frequency; meter readings; and timely responses to customer disputes. This data is due to the Commission annually on Feb. 1 of each year. The second source of information is derived from surveys conducted of customers who have had recent customer-initiated contacts with the companies. This source of information, which is due annually to the PUC by April 1, tells the Commission about the ease of contacting the companies; the consumers' view of the knowledge and courtesy of the companies' customer service representatives; as well as the consumers' overall satisfaction with the way the company handled the contacts. NGDCs serving fewer than 100,000 residential accounts adhere to different customer survey requirements than larger companies. The smaller NGDCs must perform mail surveys of customers who contacted them and report the survey results to the Commission. The smaller NGDCs surveyed their customers in 2021 and submitted the results to the Commission in 2022. Taken as a whole, the performance measurements provided in this report by the EDCs and NGDCs coupled with customer survey data provides a clear snapshot of the level of customer service that is provided to customers of the major EDCs and NGDCs operating in Pennsylvania.

In addition to the data presented in this report, it is important to clarify that other performance measures are tracked and analyzed by the Commission to assess the quality of service provided by EDCs and NGDCs. These measures are specified in 52 Pa. Code § 54.155 and 52 Pa. Code § 62.36 and include various statistics associated with informal consumer complaints and payment agreement requests (PARs) filed with the Commission. This data is compiled and analyzed separately from the information included in this report and is published by the Bureau of Consumer Services (BCS) in the annual report, Utility Consumer Activities Report and Evaluation (UCARE): Electric, Gas, Water and Telecommunications Utilities. Taken together, the information contained in this report and the UCARE report provide comprehensive data on the quality of service provided by each EDC and NGDC. Access to the annual UCARE report, as well as this report, is available on the Commission's website, [www.puc.pa.gov](http://www.puc.pa.gov), under the link for Filing & Resources.

---

<sup>1</sup> This report fulfills the requirements of 52 Pa. Code § 54.156 and 52 Pa. Code § 62.37

<sup>2</sup> Duquesne Light Co. (Duquesne); PPL Electric Utilities Corporation (PPL); PECO Energy Co. (PECO); UGI Utilities Inc. (UGI-Electric); and the FirstEnergy companies – Metropolitan Edison Co. (Met-Ed), Pennsylvania Electric Co. (Penelec), Pennsylvania Power Co. (Penn Power) and West Penn Power Co. (West Penn)

<sup>3</sup> Columbia Gas of Pennsylvania Inc. (Columbia); National Fuel Gas Co. (NFG); Peoples – Equitable Division (Peoples-Equitable); Peoples Natural Gas Co. (Peoples) (See page 3, Treatment of Peoples Companies); Philadelphia Gas Works (PGW); UGI Penn Natural; and UGI Utilities Inc. (UGI-Gas) (See page 3, Treatment of PECO Energy)

<sup>4</sup> 66 Pa. C.S. §§ 2801-2812

<sup>5</sup> 66 Pa. C.S. Chapter 22

<sup>6</sup> Rulemaking on EDC Reporting Requirements for Quality of Service Benchmarks and Standards final on Apr. 24, 1998, at Docket No. L-00970131. Reporting began in 1999.

<sup>7</sup> Rulemaking on NGDC Reporting Requirements for Quality of Service Benchmarks and Standards Order entered Jan. 14, 2000, at Docket No. L-00000147 final on Jan. 12, 2000. Reporting began in 2001.

<sup>8</sup> 52 Pa. Code §§ 54.151 - 54.156 for EDCs and 52 Pa. Code §§ 62.31 - 62.37 for NGDCs



## COVID-19 Pandemic: Responses and Recovery

The EDC and NGDC performance data presented in this report cannot be adequately analyzed without first acknowledging the impact of the COVID-19 pandemic in 2020 and the subsequent recovery efforts that were implemented in 2021. The unprecedented challenges presented by the global pandemic resulted in operational adjustments by the utilities, which may have influenced the level of customer service performance the utilities exhibited in both 2020 and 2021, in comparison to years prior to the pandemic.

To address public health and safety concerns, on Mar. 6, 2020, Governor Tom Wolf issued a Proclamation of Disaster Emergency in response to the COVID-19 pandemic (*Emergency Proclamation*).<sup>9</sup> On Mar. 13, 2020, PUC Chairman Gladys Brown Dutrieuille issued an *Emergency Order* which prohibited jurisdictional public utilities from terminating service during the pendency of the *Emergency Proclamation* unless termination of service was necessary to ameliorate a safety emergency or unless otherwise determined by the PUC. The *Emergency Order* also encouraged utilities to reconnect previously terminated service if such action could be done safely.<sup>10</sup>

On Oct. 13, 2020, the PUC entered an Order modifying the *Emergency Order* of the public utility service termination moratorium (October 13 Order).<sup>11</sup> The Oct. 13 Order lifted the termination moratorium for certain customers effective Nov. 9, 2020, but continued the termination moratorium for “protected customers” at or below 300% of the Federal Poverty Income Guidelines (FPIG), under certain conditions, and established protections for certain residential and small business customers. The termination moratorium and protections established by the PUC’s October 13 Order expired on Mar. 31, 2021.

On Mar. 18, 2021, the PUC entered an Order directing regulated utilities to, *inter alia*, offer extended payment arrangements for a minimum of five years to residential customers with incomes at or below 250% of the FPIG, unless a shorter time frame was requested or agreed to by the customer.<sup>12</sup> The Order also specified extended payment arrangement terms for residential customers with incomes between 250% and 300% of FPIG, residential customers with incomes over 300% of FPIG, and small business customers. The Order specified that regulated utilities must offer the extended payment arrangements until Dec. 31, 2021. The Order also reiterated that the utility service termination moratorium was lifted, and disconnections could commence effective Apr. 1, 2021.

On June 10, 2021, the Pennsylvania General Assembly passed a Concurrent Resolution (HR 106) which terminated the Governor’s Proclamation of Disaster Emergency originally declared on Mar. 6, 2020, in response to COVID-19. In a related action, Governor Wolf signed into law HB 854 on June 11, 2021, which provided “temporary regulatory flexibility authority” to “Commonwealth agencies” which issued an Order suspending a regulatory statute prescribing the procedures for conduct of Commonwealth business, or an Order, rule or Regulation which was suspended under the authority of the Governor. Such Orders were extended *until Sept. 30, 2021, unless sooner terminated by the authority initially authorizing them*.

In light of the termination of the Proclamation of Disaster Emergency and the “temporary regulatory flexibility authority” provided in HB 854, the Commission entered an Order on July 15, 2021, which revised its Mar. 18, 2021, Order, by changing the expiration date of the Mar. 18, 2021, Order from Dec. 31, 2021, to Sept. 30, 2021.<sup>13</sup> As a result, on and after Oct. 1, 2021, regulated utilities were required to offer payment arrangements that adhere to the requirements of the Pennsylvania Public Utility Code and the PUC’s regulations.

---

<sup>9</sup> <https://www.governor.pa.gov/wp-content/uploads/2020/03/20200306-COVID19-Digital-Proclamation.pdf>

<sup>10</sup> See Public Utility Service Termination Moratorium Proclamation of Disaster Emergency-COVID-19, Docket No. M-2020-3019244 (Emergency Order ratified on Mar. 26, 2020). <https://www.puc.pa.gov/pcdocs/1658422.pdf>

<sup>11</sup> See Public Utility Service Termination Moratorium - Modification of March 13th Emergency Order, Docket No. M-2020-3019244. <https://www.puc.pa.gov/pcdocs/1682379.doc>

<sup>12</sup> See Public Utility Service Termination Moratorium Order, Docket No. M-2020-3019244. <https://www.puc.pa.gov/pcdocs/1697044.doc>

<sup>13</sup> See Public Utility Service Termination Moratorium; COVID-19 Cost Tracking and Creation of Regulatory Asset, Docket No. M-2020-3019244 and M-2020-3019775.

As reflected in the data presented in the following report, impacts to customer service were encountered by some utilities in 2021 due to the direct and indirect effects of the COVID-19 pandemic. Impacts associated with certain quality of service variables are highlighted and explained, where warranted.

## **I. Company-Reported Performance**

In accordance with reporting requirements specified at 52 Pa. Code § 54.153 and § 62.33, the EDCs and the NGDCs reported statistics for 2021 regarding telephone access, billing, meter reading and disputes not responded to within 30 days. For each of the required measures, the companies report data by month and include a 12-month average.

With the exception of the telephone access statistics and the small business bill information, the required statistics directly relate to the regulations in 52 Pa. Code Chapter 56 Standards and Billing Practices for Residential Utility Service.

### **Treatment of Specific Companies**

#### **PECO Energy**

Historically, the Customer Service Performance Report has presented PECO statistics with the EDCs, although PECO's statistics include data for both the company's electric and natural gas accounts. PECO has three categories of customers: electric only, gas only and those receiving both electric and gas service. The company is not able to separate and report the data by gas and electric accounts. For example, PECO's gas and/or electric customers contact the same call center and receive only one bill per billing period. However, customers receiving electric and natural gas from PECO have two separate meters, and the company must read each one. Starting with 2004 data, the report presents PECO's natural gas meter-reading statistics with the NGDCs separately from the company's electric meter-reading statistics.

#### **FirstEnergy Companies: Met-Ed, Penelec, Penn Power and West Penn Power**

With PUC approval on Mar. 8, 2011, West Penn Power subsequently joined Metropolitan Edison (Met-Ed), Pennsylvania Electric (Penelec) and Penn Power as operating subsidiaries of FirstEnergy<sup>14</sup>. This report treats the four FirstEnergy companies as separate companies, except for the telephone access section (pages 4 through 9). In that section, at the request of FirstEnergy, Met-Ed, Penelec and Penn Power, this data is presented as FirstEnergy because the companies use the same call center routing and reporting platform. West Penn Power transitioned to the FirstEnergy system in April 2012; however, due to the commitments made in the merger, FirstEnergy tracks and reports West Penn Power separately. Therefore, West Penn Power's data in the telephone access section is presented separately from the other FirstEnergy companies.

#### **Peoples Natural Gas Companies**

On Oct 3, 2019, at Docket No. R-2018-3006818, et al., the Commission approved the merger of Peoples Natural Gas' separate Peoples and Equitable rate districts into a single rate district known as Peoples Natural Gas LLC. Although this change took effect when Peoples Natural Gas LLC's amended tariff became effective on Oct. 29, 2019, the 2019 data was reported based on the separate rate districts. Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 Peoples data includes Peoples-Equitable.

---

<sup>14</sup> Docket Nos. A-2010-2176520 and A-2010-2176732



## UGI Companies

On Oct. 4, 2019, at Docket No. R-2018-3006814, et al., the Commission approved the merger of the UGI Utilities, Inc. separate rate districts – UGI Central Penn, UGI-Gas and UGI Penn Natural – into one rate district existing as UGI Utilities, Inc. – Gas Division. Although this change took effect when UGI’s amended tariff became effective on Oct. 11, 2019, UGI Utilities’ 2019 data was reported based on the separate rate districts. UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

### A. Telephone Access

The quality-of-service reporting requirements for both the EDCs and the NGDCs include telephone access to a company because customers must be able to readily contact their EDC or NGDC with questions, complaints and requests for service, and to report service outages and other problems. Attempted contacts to a call center initially have one of two results: They are either “received” by the company, or they receive a busy signal and thus are not “received” by the company. Calls in the “busy-out rate” represent those attempted calls that received a busy signal or message; they were not “received” by the company because the company lines or trunks were at capacity.

For the calls that are “received” by the company, the caller has several options. One option is to choose to speak to a company representative. When a caller chooses this option, the caller enters a queue to begin a waiting period until a company representative is available to take the call. Once a call enters the queue, it can take one of three routes: it will either be abandoned (the caller chooses not to wait and disconnects the call); it will be answered within 30 seconds; or it will be answered in a time period that is greater than 30 seconds. The percent of those calls answered within 30 seconds is reported to the Commission.

In order to produce an accurate picture of telephone access, the companies must report three separate measures of telephone access: 1) average busy-out rate; 2) call abandonment rate; and 3) percent of calls answered within 30 seconds. Requiring three separate measures averts the possibility of masking telephone access problems by presenting only one or two parts of the total access picture. For example, a company could report that it answers every call in 30 seconds or less. If this were the only statistic available, one might conclude that the access to the company is very good. However, if there are only a few trunk lines into this company’s call distribution system, other callers attempting to contact the company will receive a busy signal once these trunks are at capacity. The callers that get through wait 30 seconds or less for someone to answer, but a large percentage of customers cannot get through to the company; thus, calling into question the company’s quality of performance in telephone access. Therefore, it is important to look at both percent of calls answered within 30 seconds and busy-out rates to get a clearer picture of the telephone access to the EDC or NGDC.

The third measurement, call abandonment rate, indicates how many customers drop out of the queue of customers waiting to talk to a company representative. A high call abandonment rate is most likely an indication that the length of the wait to speak to a company representative is too long. Statistics on call abandonment are often inversely related to statistics measuring calls answered within 30 seconds. For the most part, the companies answering a high percent of calls within 30 seconds have low call abandonment rates, and those answering a lower percent of calls within 30 seconds have higher call abandonment rates. The 2019-21 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2019-21 data reported by the NGDCs, for the most part, conforms to this relationship.

This report presents the EDC and NGDC statistics on telephone access in the following three charts:

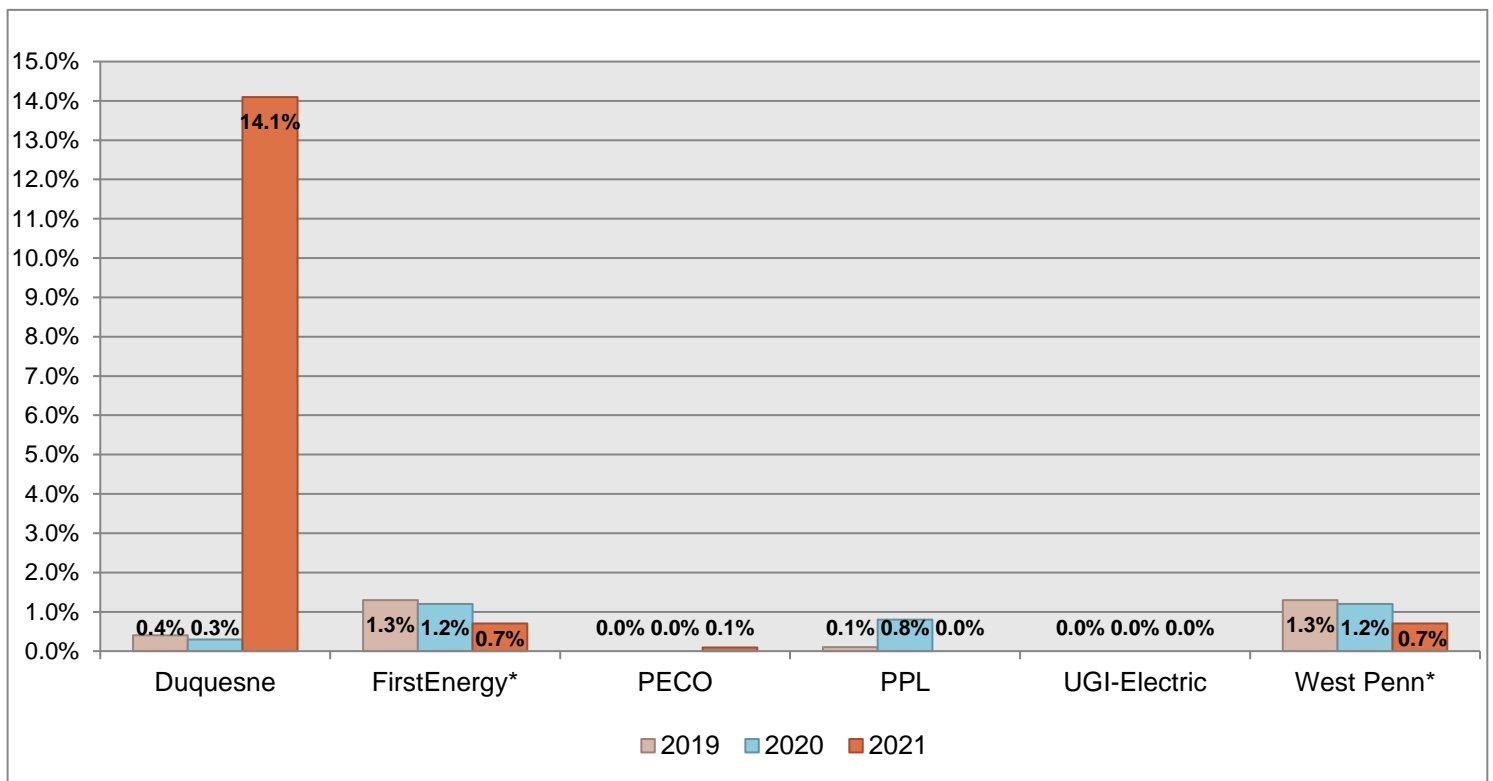
- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

## 1. Busy-Out Rate

The Commission's regulations require EDCs to report to the Commission the average busy-out rate for each call center or business office, as well as a 12-month cumulative average for the company.<sup>15</sup> Similarly, NGDCs are required to report the average busy-out rate.<sup>16</sup> Each regulation defines busy-out rate as the number of calls to a call center that receive a busy signal divided by the total number of calls received at a call center. For example, a company with a 10% average busy-out rate means that 10% of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90% of the customer calls were received by the company. If the company has more than one call center, it is to supply the busy-out rates for each center, as well as a combined statistic for the company as a whole.

The following chart presents the combined busy-out rate for each major EDC during the three-year period 2019, 2020 and 2021. The second chart presents the combined busy-out rate for each major NGDC during 2019, 2020 and 2021.

### EDCs Annual Average Busy-Out Rate 2019-2021



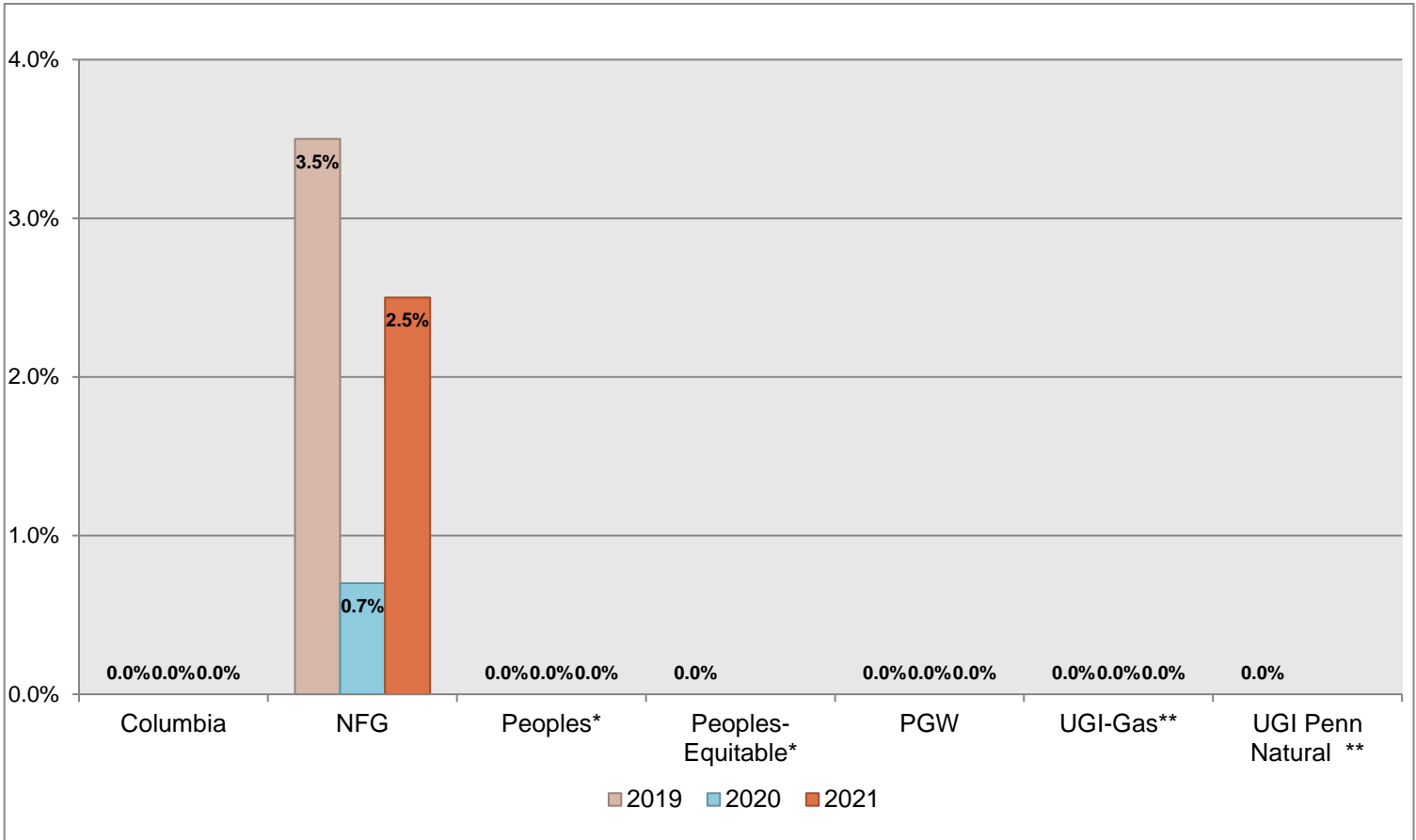
\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

As reflected in the above table, the major EDCs saw no significant variations in performance in 2021 compared to previous reporting years, with the exception of Duquesne Light Company. For 2021, Duquesne Light reported that spikes in call volume from several events contributed to the increase in the company's average busy-out rate. These events included the lifting of the extended termination moratorium in April 2021, as well as several storm events occurring during the months of June, July and August 2021.

<sup>15</sup> 52 Pa. Code § 54.153(b)(1)(ii)

<sup>16</sup> 52 Pa. Code § 62.33(b)(1)(ii)

## NGDCs Annual Average Busy-Out Rate 2019-2021



\* Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

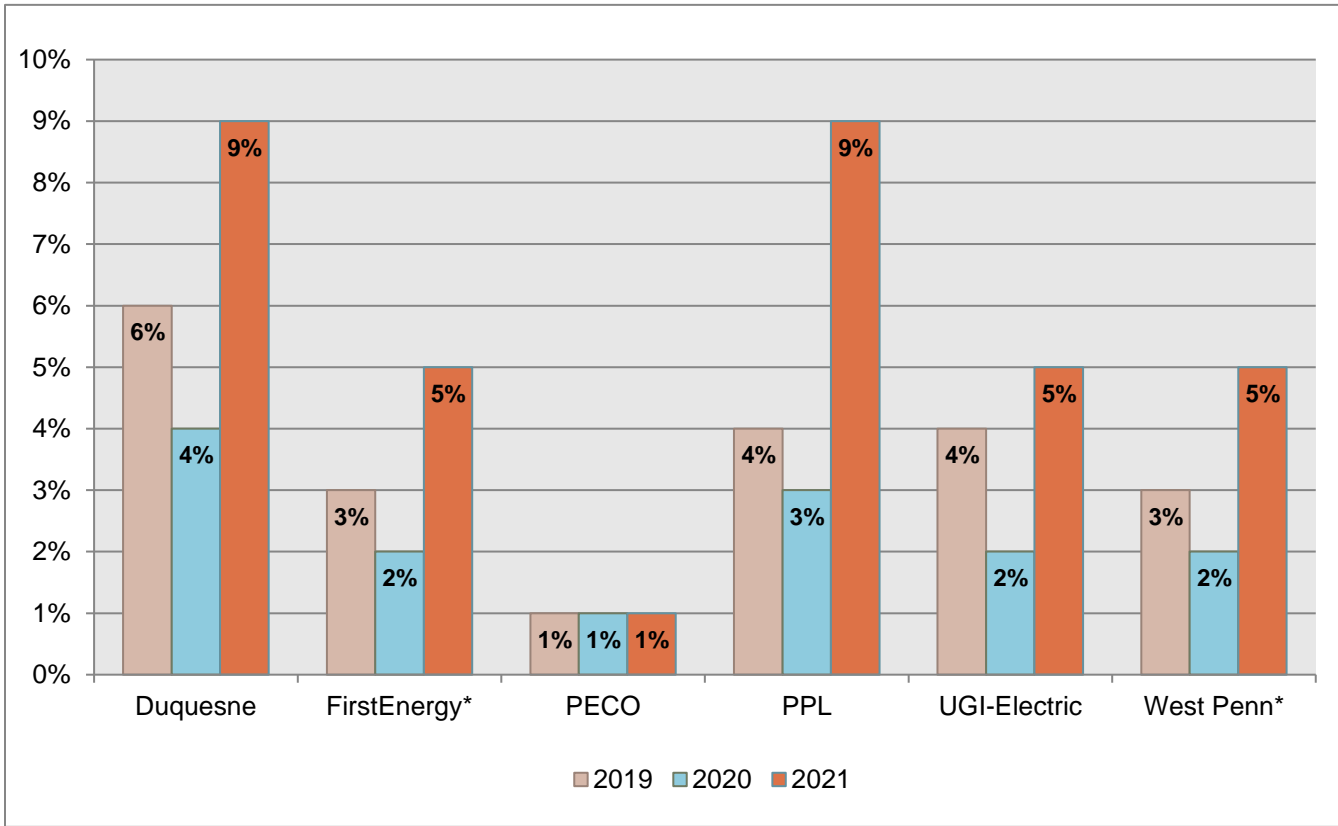
National Fuel Gas reported a decline in performance in comparison to the other major NGDCs, which maintained their level of performance in this particular metric. National Fuel Gas attributed its decline to many factors associated with the impacts from COVID-19, including higher call volumes and longer call handle times due to the lifting of the extended termination moratorium in April 2021. National Fuel Gas also reported that COVID-19 related staffing issues, including higher employee turnover and a less experienced workforce were factors that contributed to a decline in performance relative to this metric.

### 2. Call Abandonment Rate

The EDCs and NGDCs are required to report to the Commission the average call abandonment rate for each call center, business office or both. The call abandonment rate<sup>17</sup> is the number of calls to a company’s call center that were abandoned, divided by the total number of calls that the company received at its call center or business office. For example, an EDC with a 10% call abandonment rate means that 10% of the calls received were terminated by the customer prior to speaking to an EDC representative. As the time that customers spend “on hold” increases, they have a greater tendency to hang up, raising the call abandonment rates. If the EDC or NGDC has more than one call center, it is to supply the call abandonment rates for each center, as well as a combined statistic for the company as a whole.

<sup>17</sup> 52 Pa. Code § 54.152 and § 67.32

## EDCs Annual Average Call Abandonment Rate 2019-2021

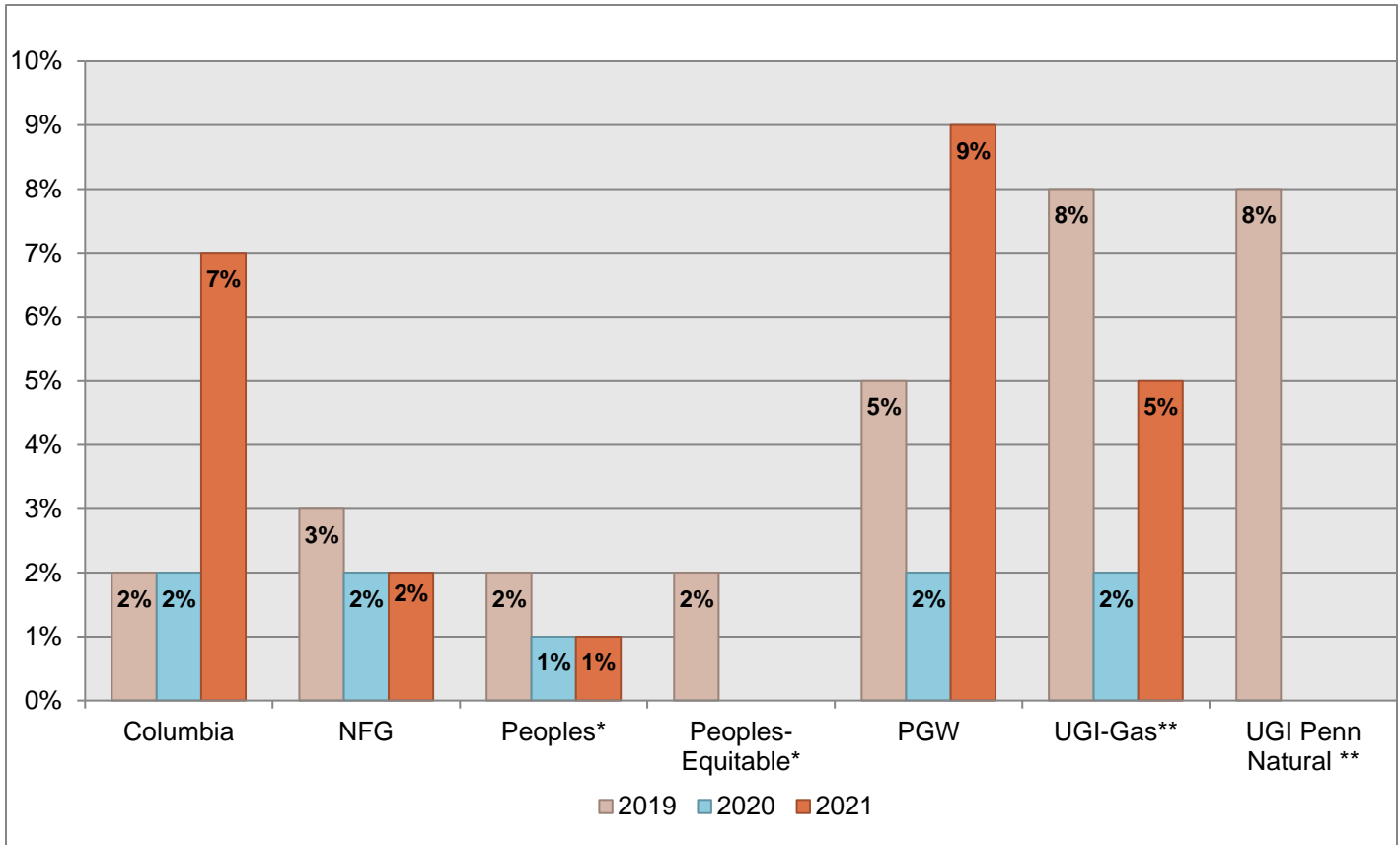


\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn’s telephone access data is tracked and reported separately for this report.

All major EDCs, with the exception of PECO, saw their average call abandonment rates increase in comparison to the level of performance achieved in 2020. Duquesne Light and PPL saw noticeable differences in performance. Both companies attributed their decline to above-normal call volumes.

While Duquesne Light noted their decline was caused by the spike in customer calls received as a result of several storm events in June, July and August 2021, PPL attributed its decline to transitional issues experienced during the implementation of a new communications platform with its Automatic Call Distribution (ACD) system. Although the new platform was implemented to enhance PPL’s ability to meet incoming call demand, customers were not familiar or acquainted with the new system’s interactive voice response (IVR) capabilities. In lieu of explaining the purpose of their call in the IVR self-service system, many customers requested to speak to an agent, which resulted in a disproportionate number of calls being transferred to agents, as well as increased customer wait times and abandonment rates. PPL is implementing efforts to hire and train additional associates, which it expects will lower its call abandonment rate.

## NGDCs Annual Average Call Abandonment Rate 2019-2021



\* Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

In 2021, Columbia Gas, PGW, and UGI-Gas saw measurable increases in the average percentage of calls abandoned. All companies pointed to substantially larger call volumes, predominantly due to the resumption of collection activities, as the main driver for their decline in this performance measurement. PGW and UGI-Gas also indicated that staffing issues, including a reduced labor pool due to the COVID-19 pandemic, were contributing factors that negatively impacted their average annual call abandonment rates in 2021.

### 3. Percent of Calls Answered Within 30 Seconds

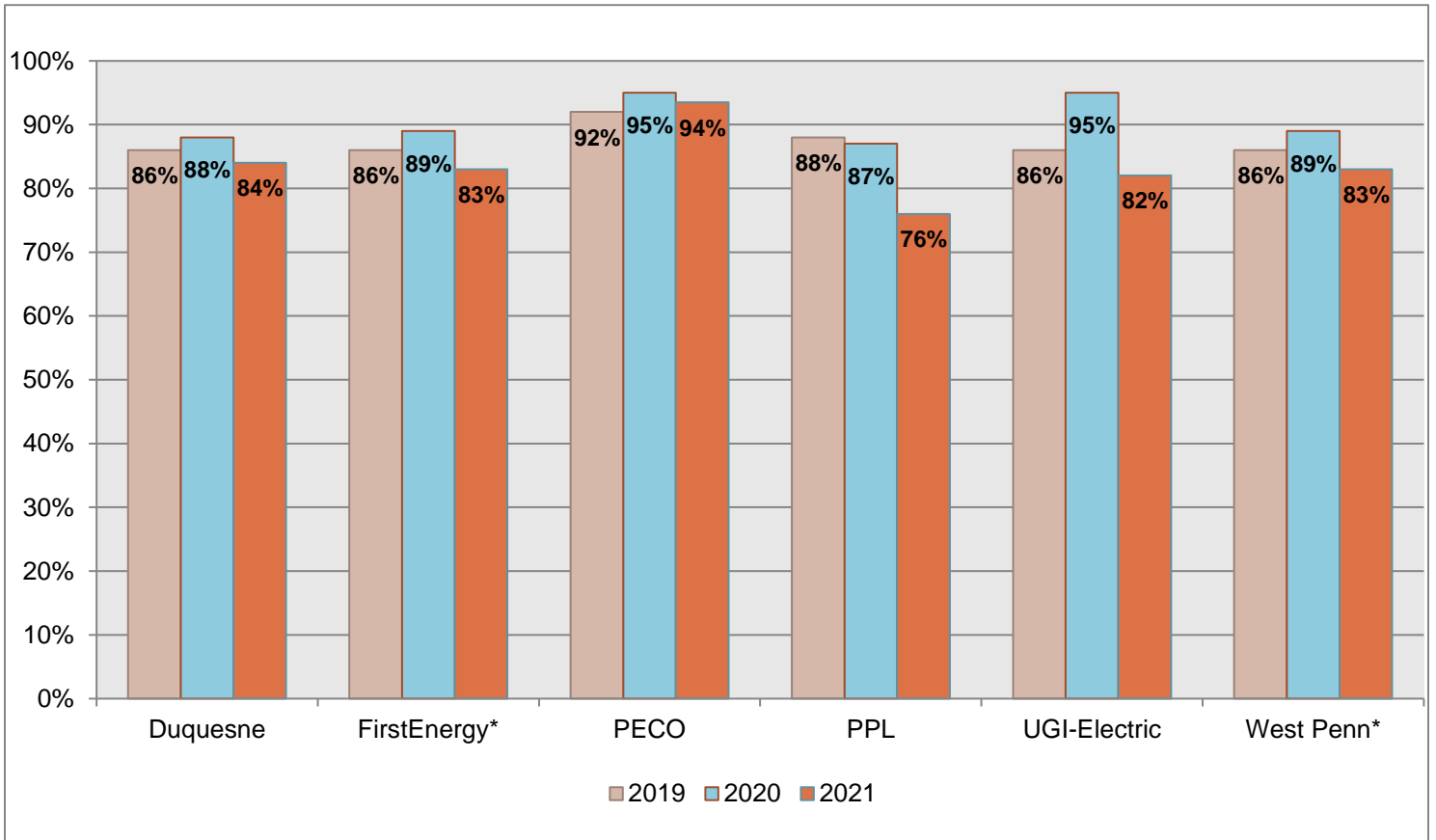
Each EDC and major NGDC is to “take measures necessary and keep sufficient records” to report the percent of calls answered within 30 seconds or less at the company’s call center<sup>18</sup>. The section specifies that “answered” means a company representative is ready to render assistance to the caller.

An acknowledgement that the consumer is on the line does not constitute an answer. If a company operates more than one call center (a center for handling billing disputes and a separate one for making payment agreements, for example), the company is to provide separate statistics for each call center and a statistic that combines performance for all the call centers.

The percent of calls answered within 30 seconds varies depending on call volume and the number of employees available to take calls.

<sup>18</sup> Pursuant to the quality of service reporting requirements at 52 Pa. Code § 54.153(b) and § 62.33(b)

## EDCs Annual Average Percent of Calls Answered Within 30 Seconds 2019-2021



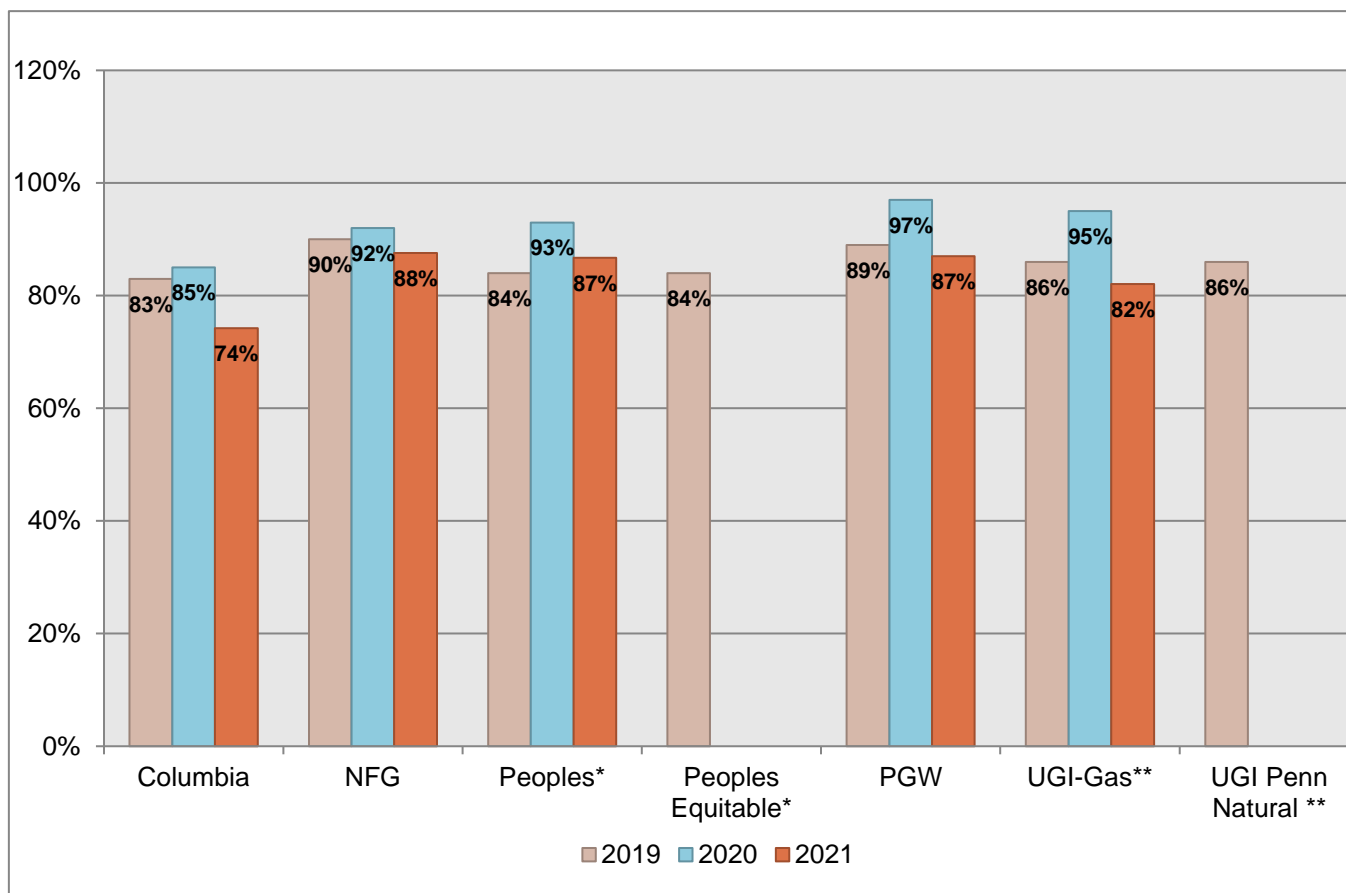
\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

All EDCs saw their performance decline relative to their ability to answer calls within 30 seconds. With the exception of PECO, all EDCs saw diminished performance results in 2021 that were lower than the average percentage rates achieved both in 2020 and 2019.

As indicated in previous measurements, the substantial increase in the number of calls to utilities in 2021, which was largely attributable to the resumption of collection activities, was the main factor that impacted the ability of companies to answer calls within 30 seconds. PPL's upgrades to its ACD system, which inadvertently increased call volumes, also impacted the company's performance in this measurement. In addition to increased call volumes, staffing issues resonating from the impacts of COVID-19 were cited as factors contributing to declines in performance of this measurement.



## NGDCs Annual Average Percent of Calls Answered Within 30 Seconds 2019-2021



\*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Similar to the EDCs, the NGDCs also saw declines in performance of this measurement. The companies cited higher call volumes due to the resumption of collection activities, as well as COVID-19 related staffing issues and higher employee turnover as the main reasons why calls answered with 30 seconds dropped in 2021.

### B. Billing

A utility is required to render a bill once every billing period to all residential customers.<sup>19</sup> The customer bill is often the only communication between the company and its customer, thus underscoring the need to produce and send this fundamental statement to customers at regular intervals. When a customer does not receive a bill each month, it frequently generates complaints to the company and sometimes to the Commission. The failure of a company to render a bill once every billing period also adversely affects utility collections performance.

<sup>19</sup> 66 Pa. C.S. § 1509 and 52 Pa. Code § 56.11

## 1. Numbers and Percentage of Residential Bills Not Rendered Once Every Billing Period

The EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render.<sup>20</sup> The following tables present the average number and monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2019, 2020 and 2021.

### Annual Average Number and Percent of EDC Residential Bills Not Rendered Once Every Billing Period

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	1	0.00%	4	0.00%
Met-Ed	7	0.00%	3	0.00%	375	0.07%
PECO	1,737	0.10%	1,270	0.09%	308	2.04%
Penelec	4	0.00%	4	0.00%	303	0.06%
Penn Power	2	0.00%	0	0%	18	0.01%
PPL	397	0.03%	39	0.00%	53	0.00%
UGI-Electric	46	0.09%	10	0.05%	2	0.01%
West Penn	5	0.00%	3	0.00%	86	0.01%

With the exception of PECO and UGI-Electric, all EDCs reported increases in the number of residential bills not rendered once every billing period in 2021. In particular, Met-Ed, Penelec, Penn Power and West Penn showed notable declines in performance of this metric in comparison to 2020 results.

Met-Ed, Penelec, Penn Power and West Penn reported several factors contributed to increases in the number of bills not rendered once every billing period in 2021. Predominantly, staffing issues associated from COVID-19 resulted in increased workload demands of the companies' smart meter billing teams, which negatively impacted their ability to address and reduce backlogs. To mitigate this issue, staff were added to the teams to help reduce backlogs. The companies also reported that unintended consequences from an enhancement made to their system that processes "Open Meter Reading Orders" also contributed to an increase in the number of bills not issued to customers. Until corrective actions could be implemented to address the issues, the companies were forced to stop the automated process that generated the meter reading orders. And lastly, an increase in read validations resulting from smart meters that stopped sending reads also attributed to the declines in performance achieved by Met-Ed, Penelec, Penn Power and West Penn in 2021.

In 2021, PECO again saw improvements in this measurement as it continued to address impacts from upgrades to its Meter Data Management system that were implemented in 2019. Those issues caused PECO to be unable to render bills to all customers. Those issues, including the subsequent backlog of unbilled accounts, were addressed by PECO.

<sup>20</sup> 52 Pa. Code § 54.153(b)(2)(i) and § 62.33(b)(2)(i)

## Annual Average Number and Percent of NGDC Residential Bills Not Rendered Once Every Billing Period

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
NFG	3	0.00%	1	0.00%	3	0.00%
Peoples	0	0%	0	0%	0	0%
Peoples-Equitable	0	0%	N/A*	N/A*	N/A*	N/A*
PGW	13	0.00%	16	0.02%	1	0.00%
UGI-Gas	120	0.03%	86	0.04%	11	0.00%
UGI Penn Natural	79	0.05%	N/A**	N/A**	N/A**	N/A**

\*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

In contrast to the results achieved by the EDCs in 2021, nearly all NGDCs reported decreases in the number of residential bills not rendered once every billing period in 2021. The only exception was NFG, which reported only a marginal change.

UGI-Gas noted its improvements in this measurement were largely attributable to the lifting of COVID-19 safety measures which previously had limited field efforts that were necessary to address billing and meter reading exceptions.

### 2. Numbers and Percentage of Bills to Small-Business Customers Not Rendered Once Every Billing Period

Quality of service reporting requirements for both the EDCs and the NGDCs require that companies report the number and percent of small-business bills the companies failed to render.<sup>21</sup> The EDC regulations define a small-business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months.<sup>22</sup> The NGDC regulations define a small-business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 thousand cubic feet (Mcf).<sup>23</sup> The tables on the following page show the average number and percent of small-business customers the major EDCs and NGDCs did not bill according to statute.

<sup>21</sup> 66 Pa. C.S. § 1509

<sup>22</sup> 52 Pa. Code § 54.152

<sup>23</sup> 52 Pa. Code § 62.32

## Annual Average Number and Percent of EDC Bills to Small-Business Customers Not Rendered Once Every Billing Period

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	4	0.01%
Met-Ed	11	0.02%	6	0.01%	127	0.19%
PECO	1,180	0.70%	565	0.32%	220	0.12%
Penelec	11	0.01%	6	0.01%	149	0.18%
Penn Power	3	0.01%	3	0.01%	22	0.11%
PPL	145	0.08%	21	0.01%	28	0.01%
UGI-Electric	51	1.00%	22	0.45%	25	0.02%
West Penn	5	0.01%	6	0.01%	109	0.11%

As similarly reported for the data on Residential Billing, most EDCs saw improvements in this performance measurement, with the exception of Met-Ed, Penelec, Penn Power, and West-Penn, which attributed their decline to several factors that were identified and explained above.

PECO continued to show improvements in this measurement, which were realized by the company addressing issues associated with upgrades to its Meter Data Management system, as described previously.

## Annual Average Number and Percentage of NGDC Bills to Small-Business Customers Not Rendered Once Every Billing Period

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
NFG	1	0.01%	0	0%	0	0%
Peoples	0	0%	0	0%	0	0%
Peoples-Equitable	0	0%	N/A**	N/A**	N/A**	N/A**
PGW	1	0.01%	2	0.02%	1	0.01%
UGI-Gas	88	0.21%	51	0.18%	6	0.01%
UGI Penn Natural	43	0.30%	N/A***	N/A***	N/A***	N/A***

\*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

In 2021, all NGDCs either maintained or improved their performance relative to this metric. Concerning the notable improvements by UGI-Gas, as previously identified, the company reported that the resumption of field activities that were halted in 2020 due to COVID-19 safety precautions contributed to improvement in this performance metric.

## C. Meter Reading

Regular meter reading is important in order to produce accurate bills for customers who expect to receive bills based on the amount of electricity or natural gas they have used. Actual meter readings can be obtained by physically accessing and visually inspecting a meter, through devices that permit direct interrogation of the meter, or through AMR (Automated Meter Reader) devices. The Commission’s experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. The Commission has expressed concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might, under competition, reduce the level of service.<sup>24</sup> The quality-of-service reporting requirements include three measures of meter-reading performances that correspond with the meter-reading requirements found at 52 Pa. Code § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).<sup>25</sup>

### 1. Numbers and Percentage of Residential Meters Not Read by Company or Customer in Six Months

A utility may estimate the bill of a residential customer if personnel are unable to gain access to obtain an actual meter reading.<sup>26</sup> However, at least every six months, the utility must obtain an actual meter reading or customer-supplied reading to verify the accuracy of prior estimated bills. EDCs are required to report the number and percent of residential meters they have not read.<sup>27</sup>

### Annual Average Number and Percentage of EDC Residential Meters Not Read by Company or Customer in Six Months

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	9	0.04%	3	0.00%	0	0%
Met-Ed	2	0.00%	0	0%	0	0%
PECO	26	0.00%	185	0.01%	284	0.01%
Penelec	0	0%	0	0%	0	0%
Penn Power	0	0%	0	0%	0	0%
PPL	50	0.00%	2	0.00%	4	0.00%
UGI-Electric	6	0.01%	8	0.01%	2	0.00%
West Penn	0	0%	0	0%	0	0%

With the exception of PPL and PECO, all EDCs reported improvements relating to the number of residential meters not read in six months. PECO attributed its decline in performance to restrictions put in place to access customer meters during the COVID-19 pandemic.

<sup>24</sup> Final Rulemaking Orders establishing Reporting Requirements for Quality of Service Benchmarks and Standards (L-00000147 and L-970131).

<sup>25</sup> 52 Pa. Code § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).

<sup>26</sup> 52 Pa. Code § 56.12(4)(ii).

<sup>27</sup> 52 Pa. Code § 54.153(b)(3)(i), 56.12(4)(ii).

## Annual Average Number and Percentage of NGDC Residential Meters Not Read by Company or Customer in Six Months

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Columbia	2	0.00%	21	0.00%	22	0.00%
NFG	919	1.00%	3,343	2.47%	1,508	1.17%
PECO (Gas)	1	0.00%	8	0.00%	8	0.00%
Peoples	173	0.05%	90	0.02%	25	0.01%
Peoples-Equitable	0	0%	N/A*	N/A*	N/A*	N/A*
PGW	27	0.01%	91	0.02%	94	0.02%
UGI-Gas	44	0.01%	145	0.02%	133	0.02%
UGI Penn Natural	11	0.01%	N/A**	N/A**	N/A**	N/A**

\*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The major NGDCs are required to report the number and percent of residential meters for which the company has failed to obtain an actual or customer-supplied meter reading within the past six months.<sup>28</sup> The table above presents the data that the companies reported for 2019, 2020 and 2021. The report presents PECO's natural gas meter-reading data separately from its electric meter-reading data.

The 2021 data reported by the NGDCs reflects marginal differences in this metric, with the exception of improvements realized by NFG and Peoples. NFG attributed its improvements in this measurement to the easing of access restrictions that were put in place due to the COVID-19 pandemic. NFG was particularly impacted by access restrictions because it physically reads all customer meters and does not rely upon smart meters or other AMR technology to obtain automatic or remote meter readings. NFG began reading inside meters at the beginning of Summer 2021, and by November 2021 had made at least one scheduled meter read attempt for all inside meters. NFG also reported its continued efforts to encourage customers with inside meters to report readings to the company in order to avoid estimated bills. This includes enrolling all customers with inside meters in the company's Customer Read Program which provides a customer with instructions on how to read their meter and the scheduled dates to read the meter in order for the readings to be used for billing.

### 2. Number and Percentage of Residential Meters Not Read in 12 Months

A company may estimate the bill of a residential customer if company personnel are unable to gain access to obtain an actual meter reading.<sup>29</sup> However, at least once every 12 months, the company must obtain an actual meter reading to verify the accuracy of either the estimated or customer-supplied readings. The EDCs are required to report the number and percent of residential meters for which they failed to meet the requirements.<sup>30</sup> This requirement also applies to NGDCs.<sup>31</sup> The following tables present the statistics the EDCs and NGDCs submitted to the Commission for this measure.

<sup>28</sup> § 62.33(b)(3)(i), § 56.12(4)(ii).

<sup>29</sup> § 56.12(4)(iii)

<sup>30</sup> § 54.153(b)(3)(ii)

<sup>31</sup> § 62.33(b)(3)(ii)



## Annual Average Number and Percent of EDC Residential Meters Not Read in 12 Months

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	3	0.00%	1	0.00%	0	0%
Met-Ed	0	0%	0	0%	0	0%
PECO	1	0.00%	15	0.00%	44	0.01%
Penelec	0	0%	0	0%	0	0%
Penn Power	0	0%	0	0%	0	0%
PPL	8	0.00%	0	0%	0	0%
UGI-Electric	1	0.00%	0	0%	0	0%
West Penn	0	0%	0	0%	0	0%

All EDCs maintained or improved their performance in 2021, with the exception of PECO, which reported meter access restrictions due to COVID-19 continued to impact their performance relative to this metric.

## Annual Average Number and Percentage of NGDC Residential Meters Not Read in 12 Months

Company	2019		2020		2021	
	Number	Percent	Number	Percent	Number	Percent
Columbia	1	0.00%	3	0.00%	8	0.00%
NFG	155	0.11%	1,418	1.06%	6,657	5.17%
PECO (Gas)	1	0.00%	0	0%	0	0%
Peoples	42	0.01%	103	0.02%	71	0.02%
Peoples-Equitable	0	0%	N/A*	N/A*	N/A*	N/A*
PGW	5	0.00%	9	0.00%	11	0.00%
UGI-Gas	22	0.01%	18	0.00%	43	0.01%
UGI Penn Natural	10	0.01%	N/A**	N/A**	N/A**	N/A**

\*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

With the exception of Peoples, all NGDCs reported declines in performance of this metric. As previously explained, NFG was particularly impacted by access restrictions put in place due to COVID-19 because it physically reads all customer meters. As COVID-19 access restrictions were lifted, NFG began

scheduling in-person meter reads beginning in Summer 2021 and had made at least one scheduled meter read attempt for all inside meters by November 2021.

### 3. Annual Average Number and Percentage of Residential Remote Meters Not Read in Five Years

A utility may render a bill on the basis of readings from a remote reading device.<sup>32</sup> However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Each EDC and major NGDC must report to the Commission the number and percent of residential remote meters for which it failed to obtain an actual meter reading under the timeframe described in Chapter 56.<sup>33</sup> It should be noted that while the Commission has defined remote meter-reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices; therefore the accuracy of the data provided by the major companies for this performance measurement cannot be verified.

With the exception of NFG, the number of remote meters not read within five years was zero for each of the major EDCs and NGDCs with remote meter-reading capabilities in 2019, 2020 and 2021.<sup>34</sup>

In 2021, NFG reported a 12-Month Cumulative Average of 63 or 13% of all residential remote meters were not read in accordance with § 56.12(5)(i). These figures show continued setbacks in performance for NFG, which started in 2020. In comparison to data reported in 2019, NFG reported on average 30 remote meters were not read within five years, or approximately 5% of all residential remote meters were not read in conformance with § 56.12(5)(i).

## D. Response to Disputes

When a customer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute.<sup>35</sup> A complaint or dispute filed with a company is not necessarily a negative indicator of service quality. However, a company's failure to promptly respond to the customer's complaint within 30 days is a potential infraction of the regulations<sup>36</sup> and may also be an indication of poor service as well as a cause of complaints to the Commission.

### 1. Number of Residential Disputes that Did Not Receive a Response within 30 Days

Each EDC and NGDC is required to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days.<sup>37</sup> The following two tables present this information as reported by the companies.

---

<sup>32</sup> 52 Pa. Code § 56.12(5)(i)

<sup>33</sup> 52 Pa. Code § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii)

<sup>34</sup> As required by 52 Pa. Code § 56.12(5)(i)

<sup>35</sup> 52 Pa. Code § 56.151(5)

<sup>36</sup> 52 Pa. Code § 56.151(5)

<sup>37</sup> 52 Pa. Code § 54.153(b)(4), § 62.33(b)(4)

## Total Number of EDC Residential Disputes That Did Not Receive a Response Within 30 Days

Company	2019	2020	2021
Duquesne	22	0	0
Met-Ed	0	0	0
PECO	0	52	5
Penelec	0	0	0
Penn Power	0	0	0
PPL	8	6	8
UGI-Electric	11	37	0
West Penn	0	0	0

With the exception of PPL, all EDCs in 2021 either maintained or improved their performance relative to this measurement. Although PPL's slip in performance was marginal, it reported the company has created a tracking tool for its field investigators to help ensure they successfully meet the 30-day requirements in future reporting years.

PECO and UGI-Electric saw measurable improvements in 2021, with both reporting their improvements were driven by their ability to send field technicians to investigate disputes, which was limited in 2020 due to the COVID-19 pandemic.

## Total Number of NGDC Residential Disputes That Did Not Receive a Response Within 30 Days

Company	2019	2020	2021
Columbia	2	0	0
NFG	5	4	5
Peoples	0	0	0
Peoples-Equitable	0	N/A*	N/A*
PGW	153	1	0
UGI-Gas	53	156	1
UGI Penn Natural	38	N/A**	N/A**

\* Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 and 2021 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 and 2021 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

With the exception of NFG, all NGDCs saw improvements in this measurement. NFG attributed its decline to newer, less seasoned staff handling responses to disputes and staffing issues related to COVID-19.

UGI-Gas reported marked improvements in this category that were attributed to returning to pre-COVID-19 routines, including the ability to resume activities in the field to investigate disputes and complaints.

## II. Customer Transaction Survey Results

EDCs and major NGDCs are required to report to the Commission the results of telephone transaction surveys of customers who have had interactions with the company.<sup>38</sup> The purpose of the transaction surveys is to assess the customer's perception regarding their recent interaction with the company. The regulations specify that the survey questions are to measure access to the company; employee courtesy; employee knowledge; promptness of the EDC or NGDC response or visit; timeliness of the company response or visit; and satisfaction with the handling of the interaction.

The EDCs and NGDCs must carry out the transaction survey process using survey questionnaires and procedures that provide the Commission with uniform data to directly compare customer service performance among EDCs and NGDCs in Pennsylvania. A survey working group composed of EDC representatives and Commission staff designed the survey questionnaire. The first surveys of EDC customers were conducted in 2000, and the survey of NGDC customers was conducted for the first time in 2002. All of the major EDCs and NGDCs use a common survey company.

The surveys focus on residential and small-business customers who have recently contacted their company. Industrial and large-commercial customers are not included in the survey, since these large customers have specific representatives within their respective companies with whom they discuss any problems, concerns and issues. For both the EDCs and the NGDCs, the survey sample also excludes all transactions that result from company outbound calling programs or other correspondence. However, transactions with consumers who use a company's automated telephone system exclusively, as well as those who contact their company by personal visit, are eligible to be surveyed.

Each month, the EDCs and NGDCs randomly select a sample of transaction records for consumers who have contacted them within the past 30 days. The companies transmit the sample lists to the research firm. The research firm randomly selects individual consumers from the sample lists. The survey firm contacts individual consumers in the samples until it meets a monthly quota of completed surveys for each company.

Each year, the survey firm completes approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95% probability that the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers who had contacted their EDC or NGDC had been surveyed, meeting the PUC requirements.<sup>39</sup>

Survey working group members from both industries agreed that the 700 completed surveys should include 200 contacts about credit and collection issues and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection contacts are from customers who need to make payment agreements; customers who received termination notices or had service terminated; those who are requested to pay security deposits; and others with bill payment problems. Consumer contacts about other issues include calls about billing questions and disputes; installation of service requests; metering problems; outage reporting; questions about choosing an alternative supplier; and a variety of other reasons.

This report summarizes the 2019-2021 EDC and NGDC survey data into the charts and tables that appear later in this section and in the appendices. For the EDCs and NGDCs, this section of the report presents the results from the 2021 surveys, while Appendix A and B present a comparison of results from the past three years, with Appendix A providing additional details of the EDC survey results and Appendix B providing survey results of the NGDCs from the past three years. Both Appendix A and B provide information

---

<sup>38</sup> Reporting Requirements for Quality of Service Benchmarks and Standards at 52 Pa. Code § 54.154, § 62.34.

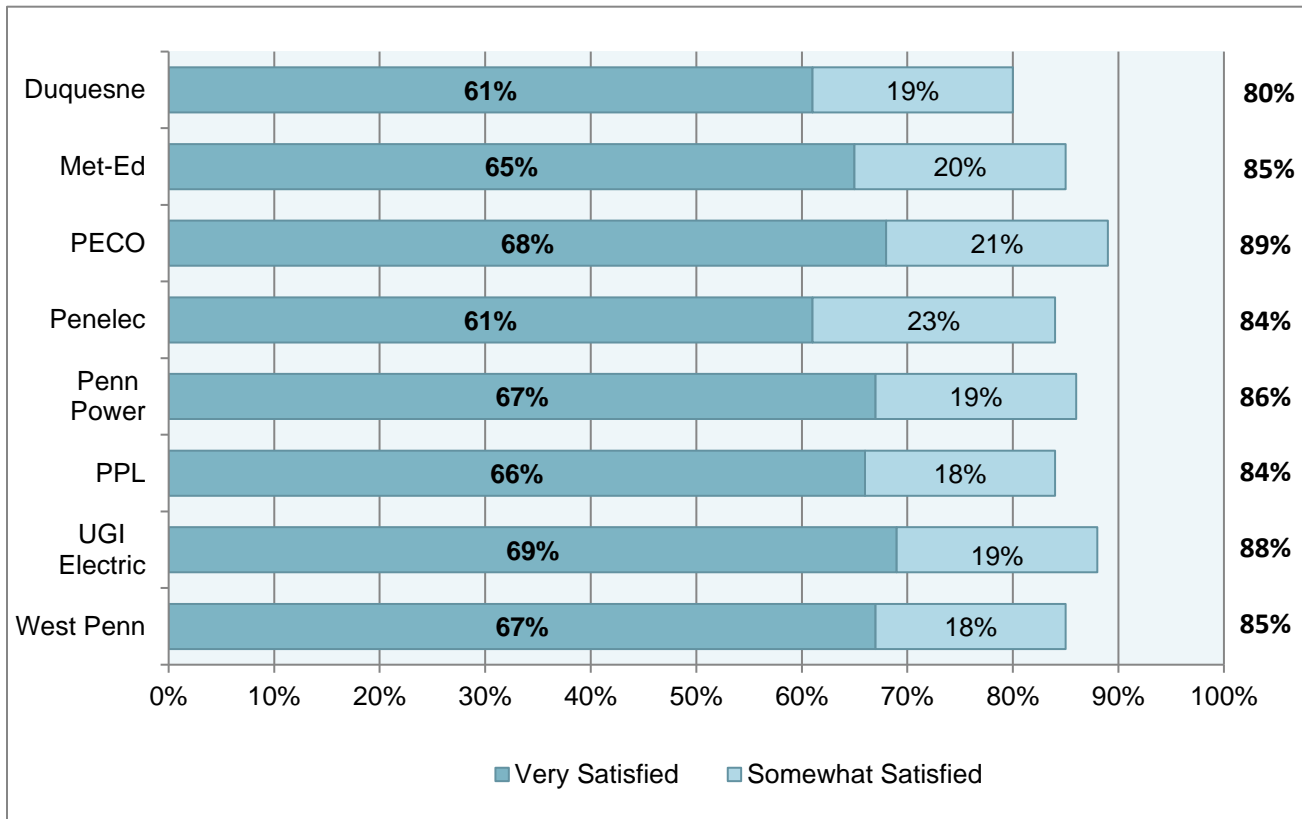
<sup>39</sup> 52 Pa. Code § 54.154(5) and § 62.34(5)

about the number and type of consumers who participated in the 2021 surveys, as well as the average number of residential customers each EDC and NGDC served.

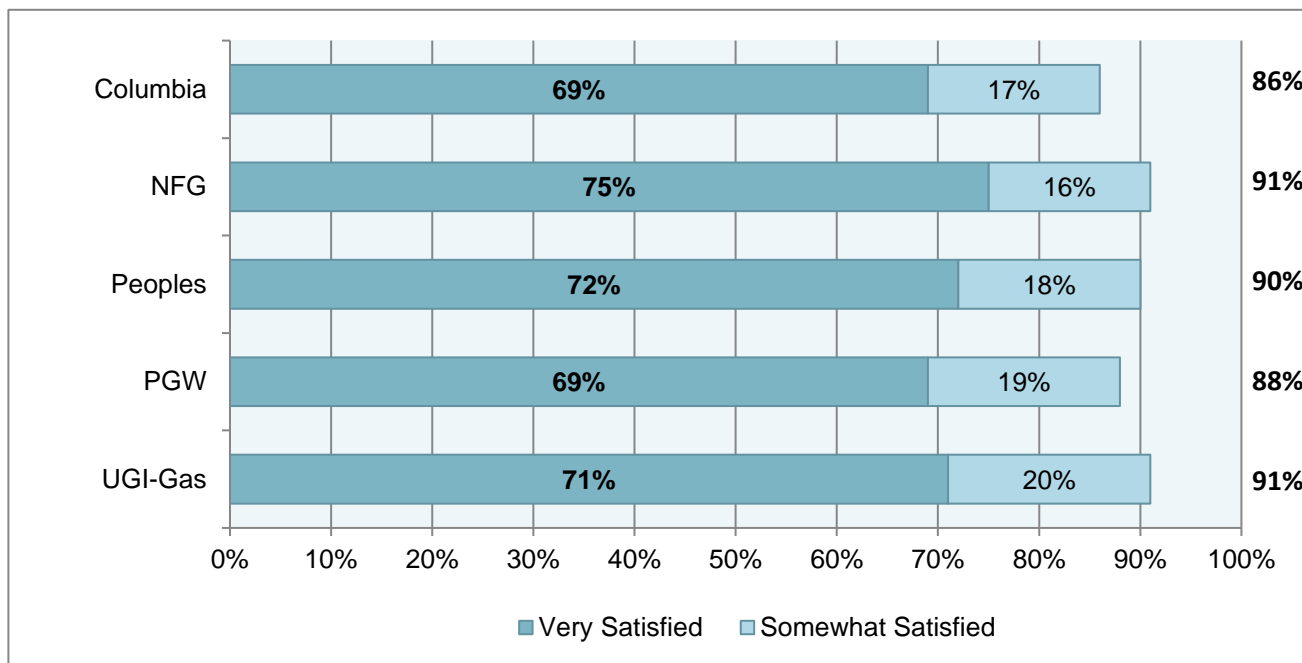
## A. Reaching the Company

The first question presented in each of the surveys asks the consumer, “On a scale of 1-10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the ease of reaching the EDC or the NGDC?” The bar charts that follow present the percentage of consumers who indicated satisfaction with the initial stage of their contact with the company. For 2021, the average of the percentages of EDC customers who responded that they were either “very satisfied” or “somewhat satisfied” with the ease of reaching the company was 76%, down from 87% in 2020. For NGDCs, the average of the percentages of NGDC consumers who responded that they were either “very satisfied” or “somewhat satisfied” with the ease of reaching the company was 89%, down from 93% in 2020. Past survey results are available in the appendices.

### Percent of Customers Indicating Satisfaction with Ease of Reaching EDC 2021



## Percent of Customers Indicating Satisfaction with Ease of Reaching NGDC 2021



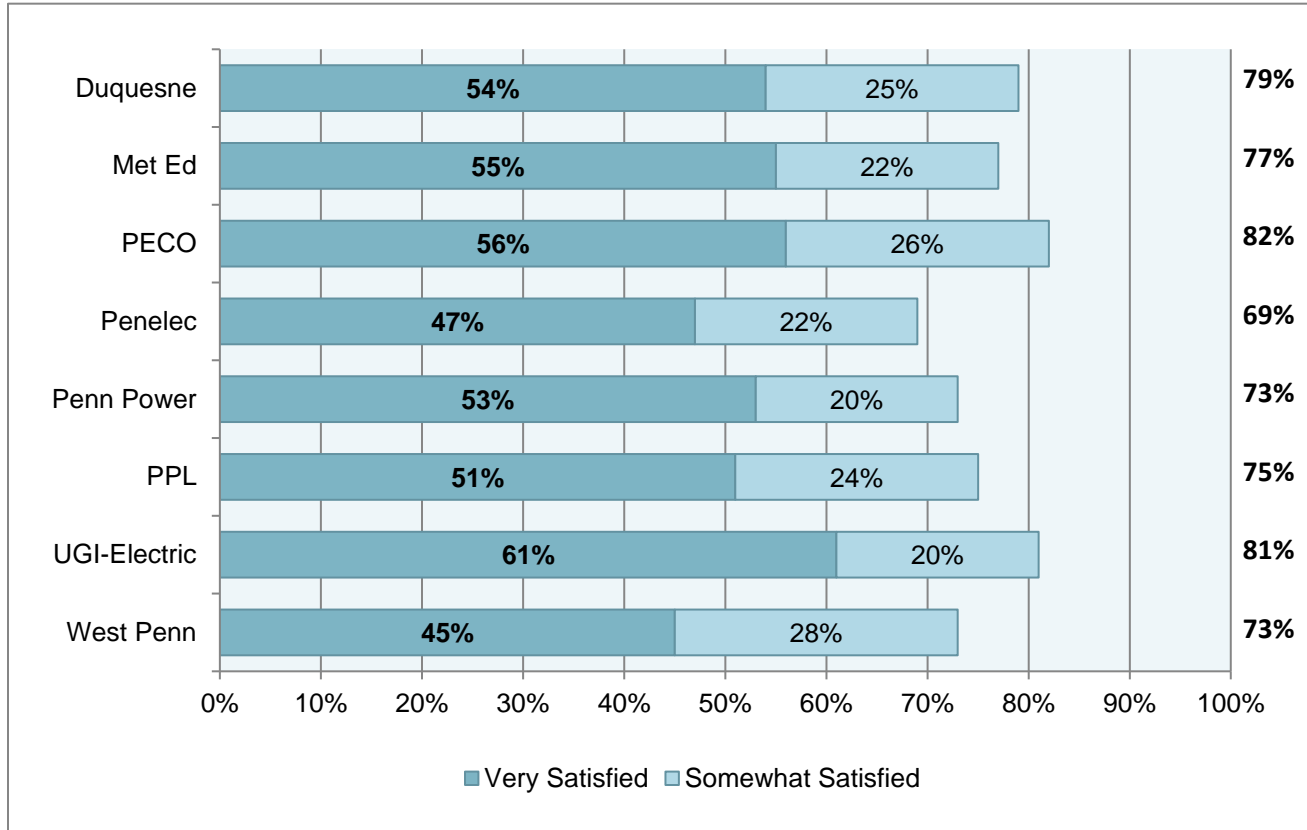
### B. Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and NGDCs but one<sup>40</sup> use an automated telephone system to filter calls and save time and money on consumer calls. The surveys ask consumers questions about their experience using the automated systems. On average, 76% of EDC consumers reported being either “very satisfied” or “somewhat satisfied” with the EDCs’ automated phone system, which was down from 79% in 2020. For the major NGDCs, an average of 84% of NGDC consumers reported satisfaction with using the automated systems, which was down from 86% in 2020. More details on how customers perceive using automated phone systems can be found in the appendices. The charts that follow present the level of satisfaction consumers expressed about using the EDC or NGDC automated telephone systems.

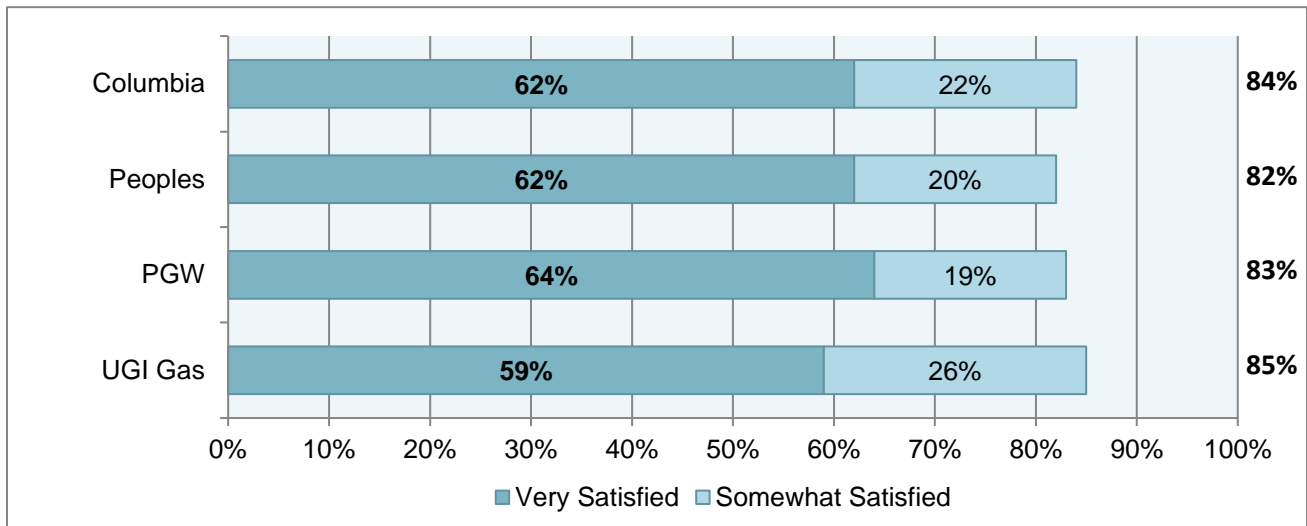
<sup>40</sup> NFG does not use an automated telephone system at its call center.



## Percent of Customers Indicating Satisfaction with Using EDC's Automated Phone System 2021



## Percent of Customers Indicating Satisfaction with Using NGDC's Automated Phone System 2021



## C. Company Representatives

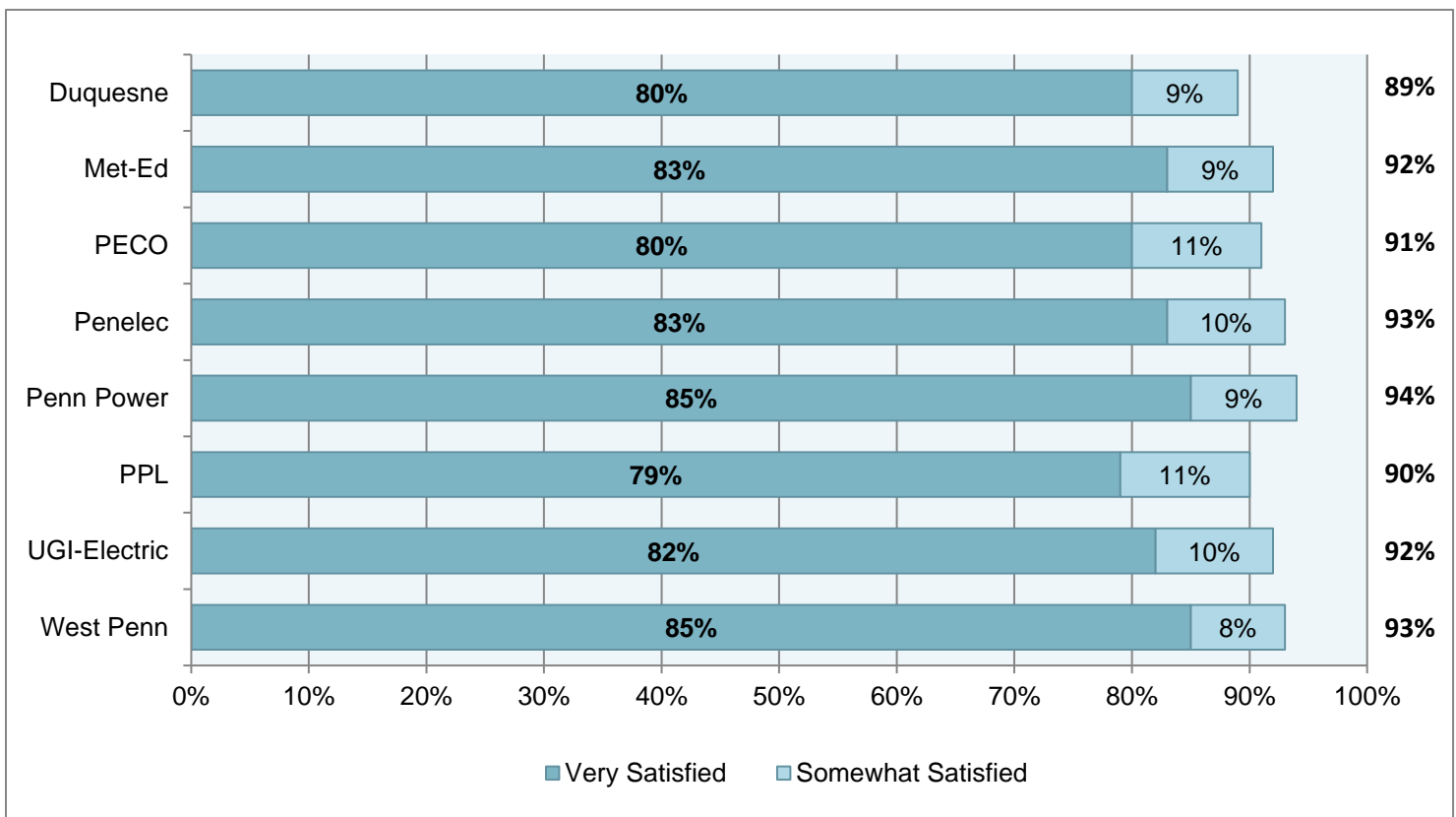
Consumers who indicated that they had spoken with a company representative were asked specifically how satisfied they were with that interaction. A consumer’s overall rating of satisfaction with the company representative’s handling of the contact may be influenced by several factors, including the courtesy and knowledge of the representatives.

In 2021, on average, 92% of EDC consumers indicated being either “somewhat satisfied” or “very satisfied” with the way the company representative handled the consumer contact. This rating was consistent with marks achieved by the EDCs in 2020. Also, in 2021, on average, 96% of EDC consumers indicated the company person they spoke with was either “very courteous” or “somewhat courteous” with the majority indicating the representative was “very courteous.” This rating remained consistent among the ratings of EDC customers provided in 2020. Lastly, on average, 93% of EDC customers rated the company representative as “very knowledgeable” or “somewhat knowledgeable,” which was up from 92% in 2020.

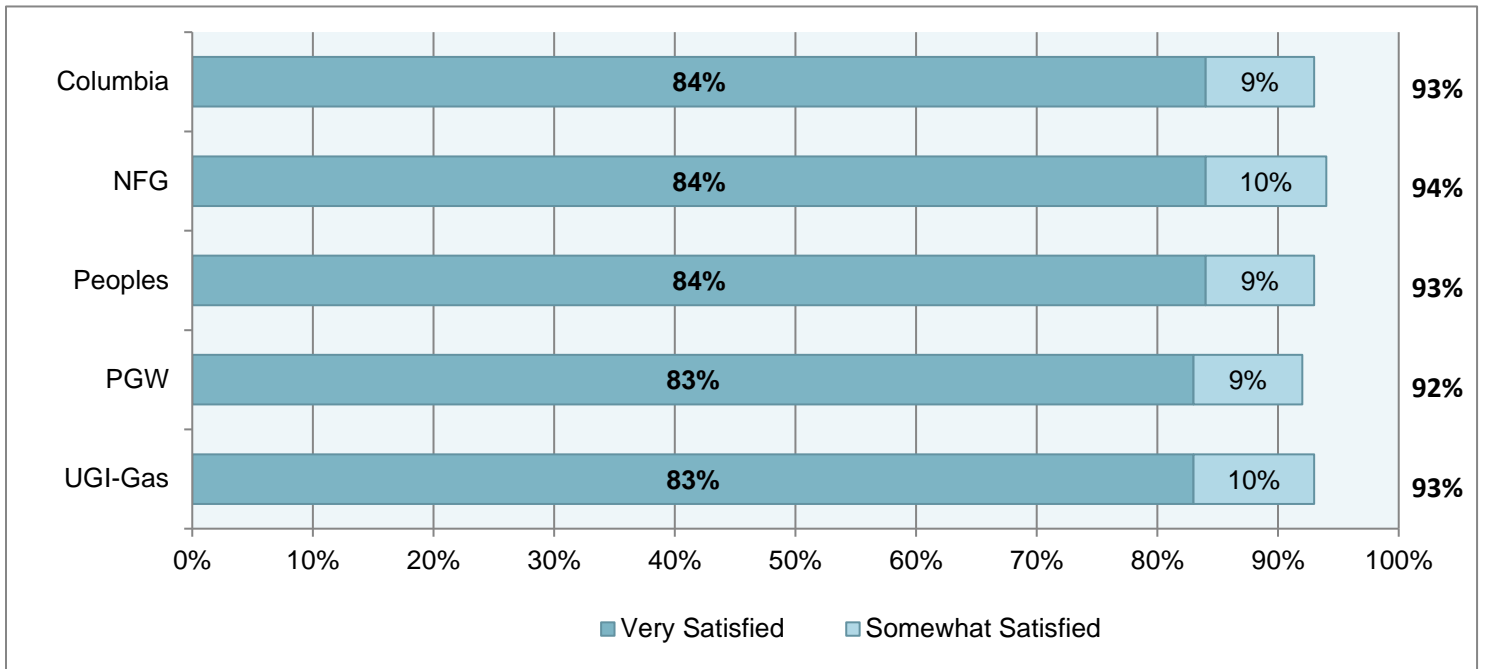
In 2021, on average, 93% of NGDC consumers indicated they were either “somewhat satisfied” or “very satisfied” with the way the company representative handled the interaction, which was down from 94% in 2020. Also in 2021, on average, 95% of consumers rated NGDC representatives as either “very courteous” or “somewhat courteous”, which was down from 97% in 2020. In addition, on average, 93% of NGDC consumers rated company representatives as either “very knowledgeable” or “somewhat knowledgeable”, which was also down from a 95% rating achieved in 2020.

The following tables show the consumers’ level of satisfaction with their respective interaction with either an EDC or NGDC. Additional information, including previous years’ results, is available in the appendices.

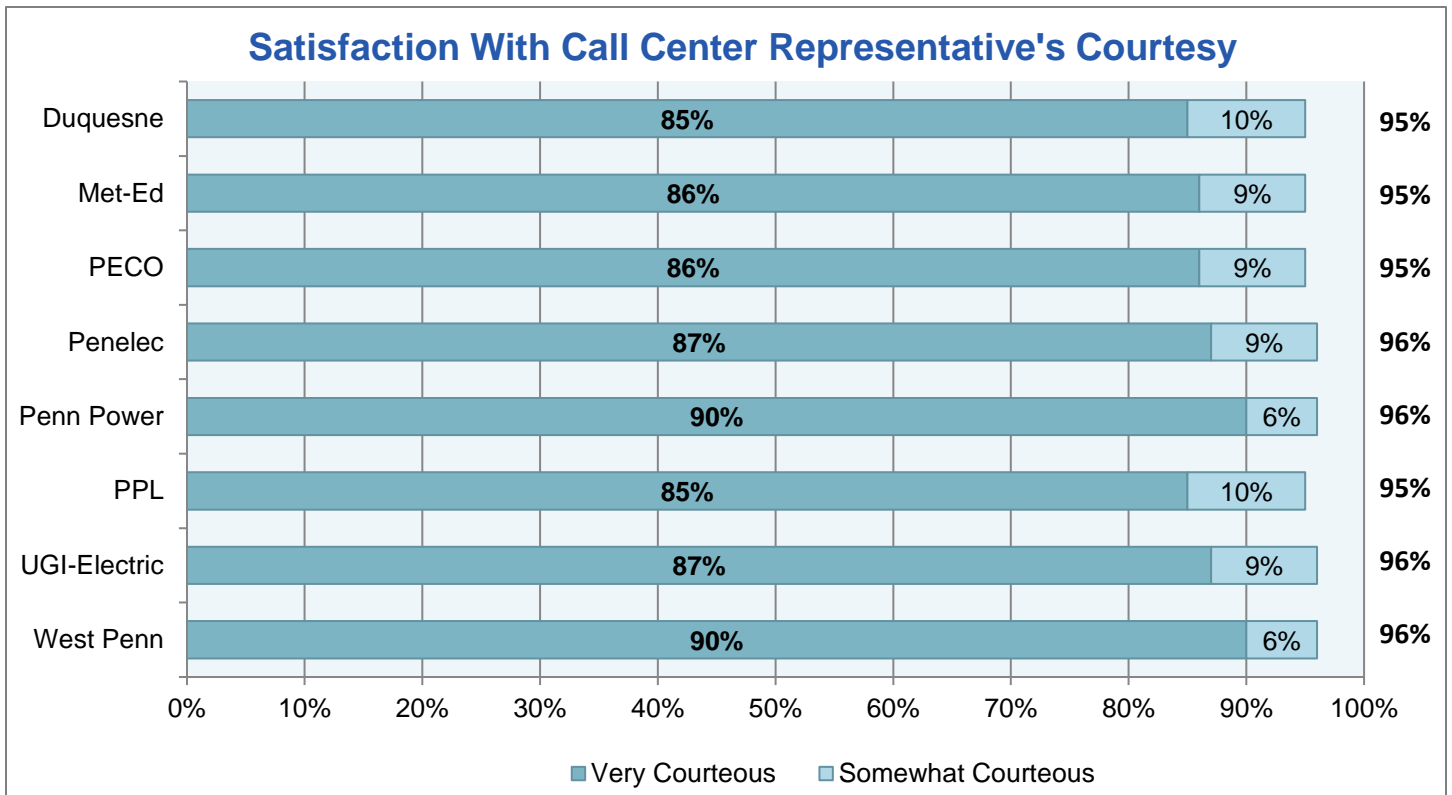
**Percent of Customers Indicating Satisfaction with EDC Representative’s Handling of the Contact 2021**



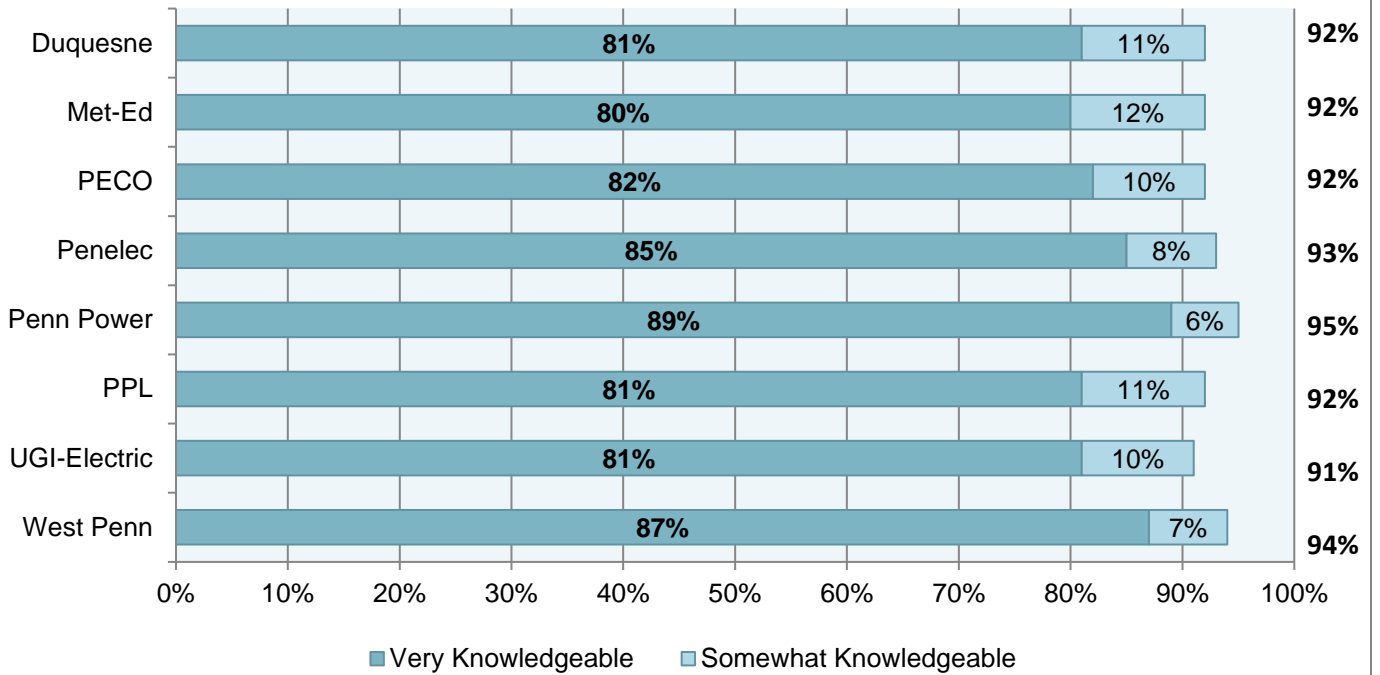
## Percent of Customers Indicating Satisfaction with NGDC Representative's Handling of the Contact 2021



## Consumer Ratings of EDC Representatives 2021

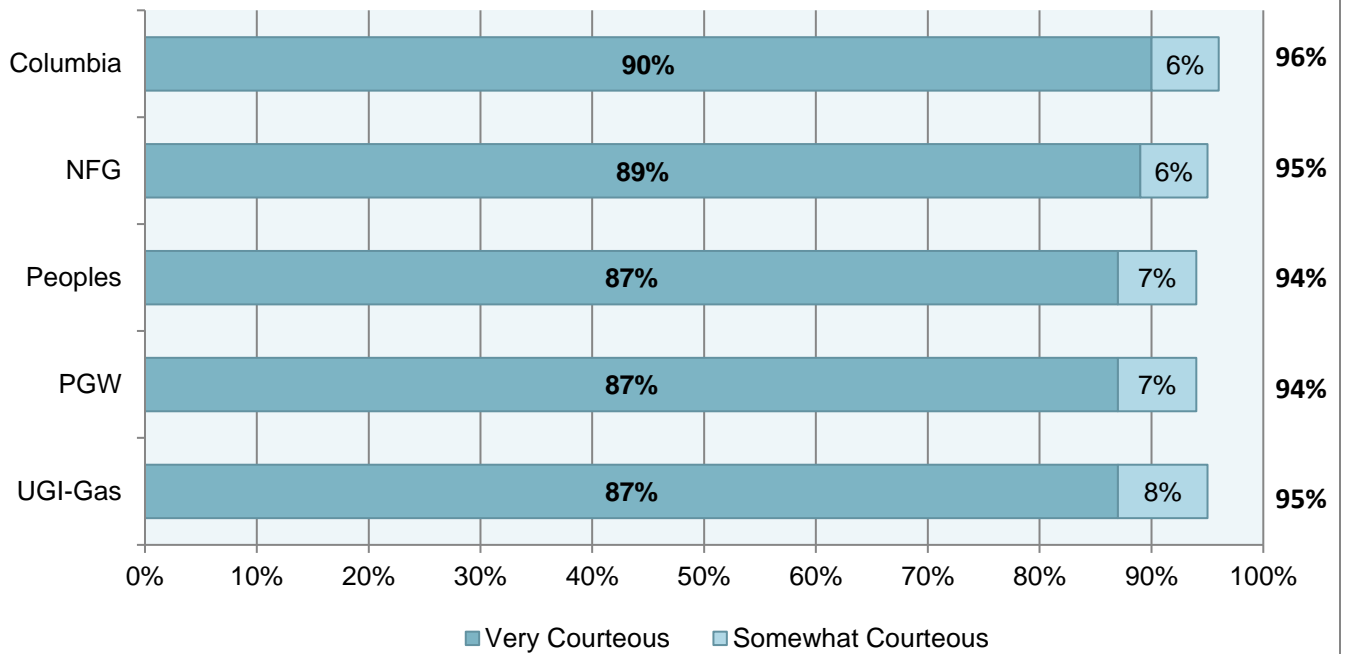


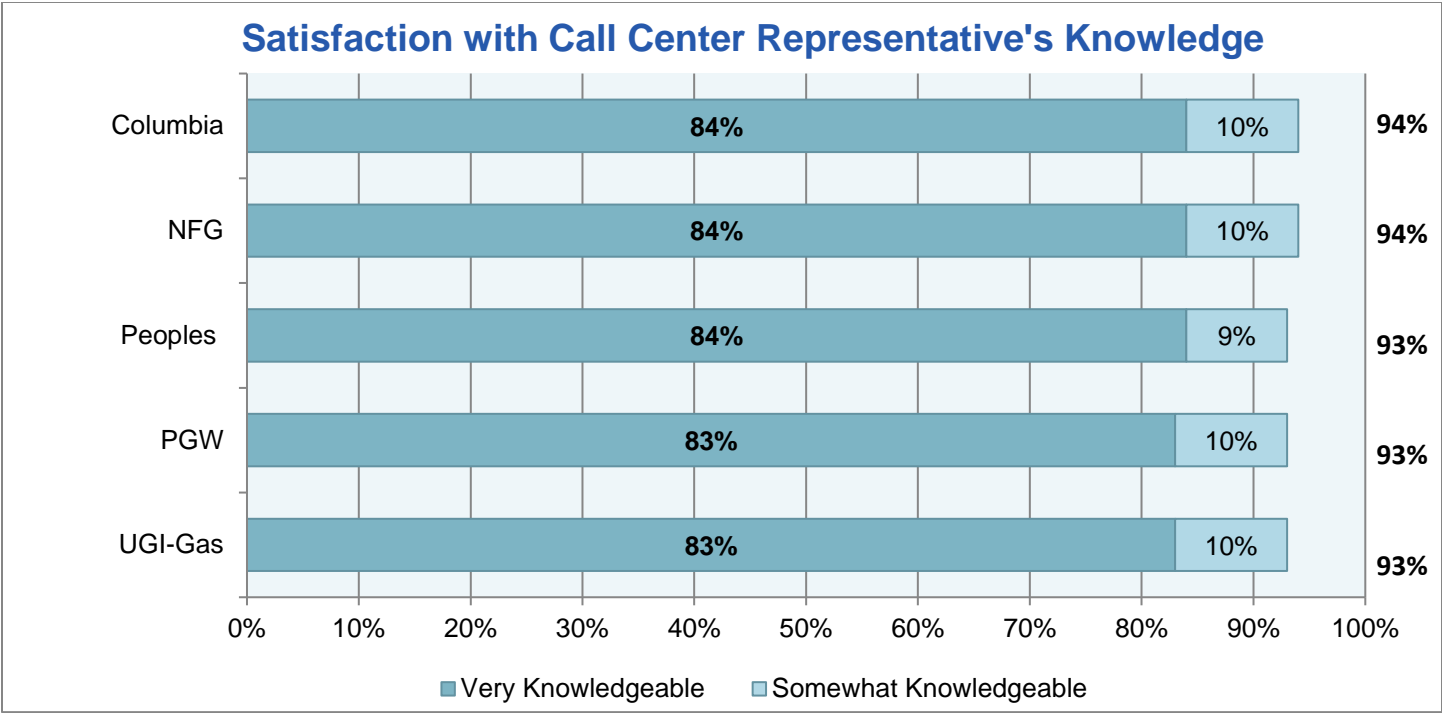
### Satisfaction with Call Center Representative's Knowledge



### Consumer Ratings of NGDC Representatives 2021

#### Satisfaction with Call Center Representative's Courtesy



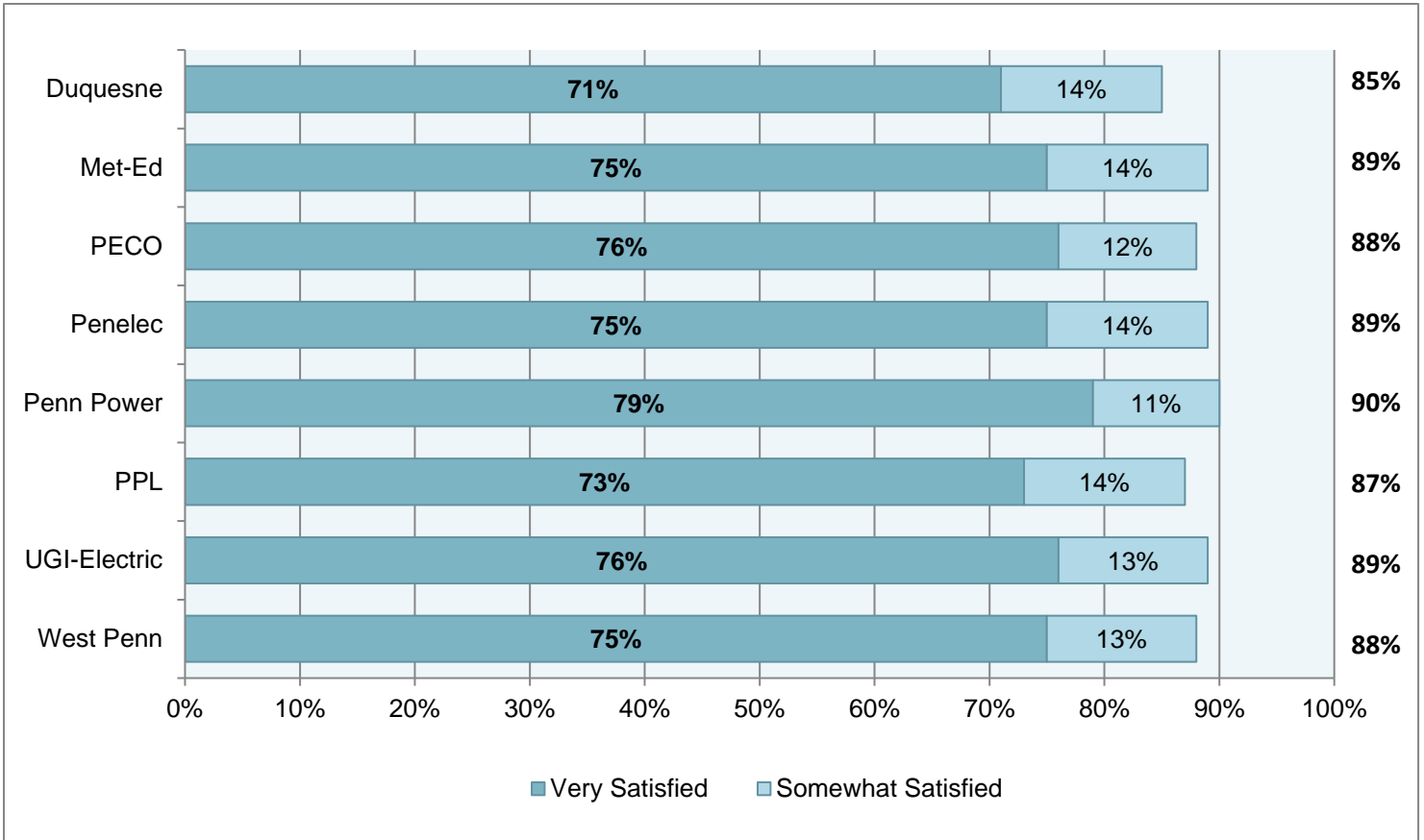


**D. Overall Satisfaction**

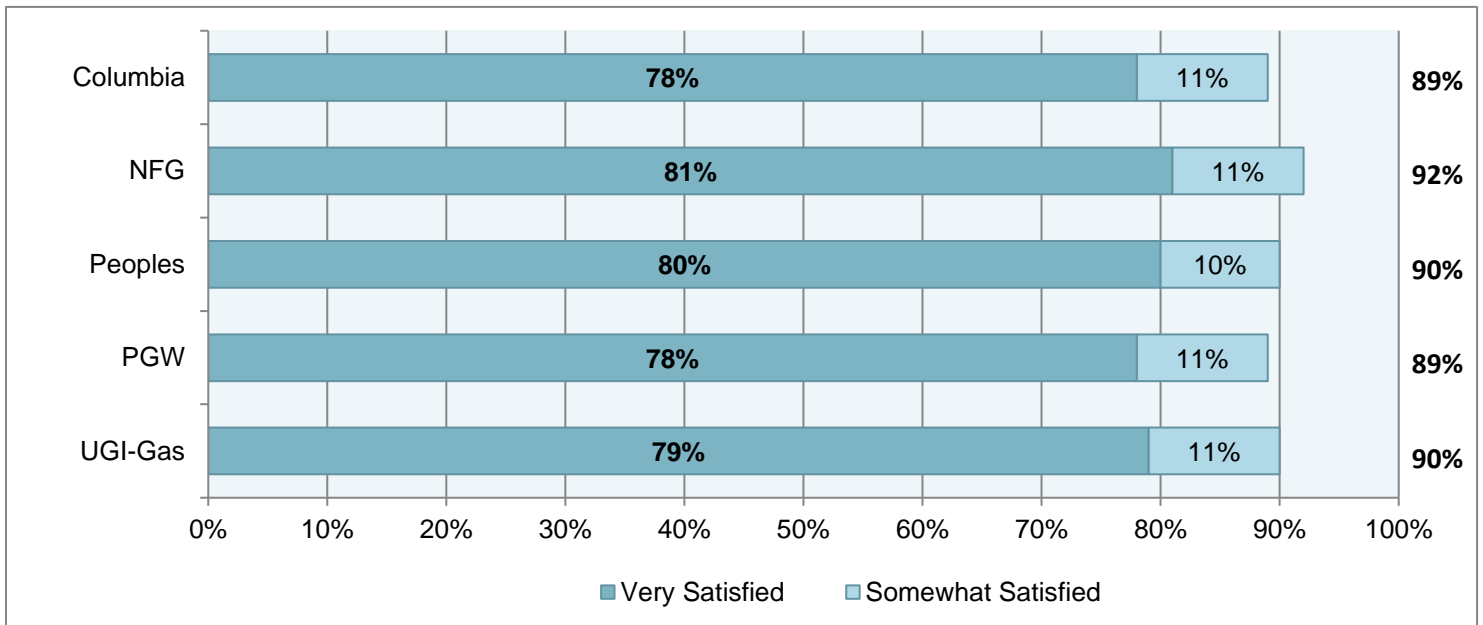
Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company’s automated telephone system; the wait time to speak to a company representative; and the courtesy and knowledge of that representative. If a field visit is part of the interaction, this, too, would affect the consumer’s overall assessment. The tables that follow present the 2021 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

The following chart presents the results of the responses to the question, “Considering all aspects of this recent contact with the company, and using the same 1 to 10 scale, how satisfied were you with the quality of service provided by the company?” In 2021, the EDC industry average shows that 88% of consumers were “satisfied” and 75% were “very satisfied” with the overall quality of service they received from their EDCs. These figures are down from 2020, where 89% of consumers were “satisfied” and 77% were “very satisfied”. In 2021, the industry average for overall satisfaction with NGDC customer contacts was 90% with 79% being “very satisfied.” These figures were also down from 2020 levels, where 93% of NGDC customers were “satisfied” and 83% were “very satisfied.” Additional information is available in the appendices.

## Percent of Customers Satisfied with EDC's Overall Quality of Service During Recent Contact 2021



## Percent of Customers Satisfied with NGDC's Overall Quality of Service During Recent Contact 2021





### III. Conclusion

This report fulfills the PUC's responsibility to annually summarize the quality-of-service statistics that the EDCs and NGDCs report to the Commission. The report not only includes comparative customer service performance data submitted by the EDCs and NGDCs, but it also includes important survey response information from customers who rated their recent interaction with a utility. Taken together, this data provides important information on the level of customer service that is provided by EDCs and NGDCs, as well as the quality of that service. This data coupled with other performance metrics helps the Commission monitor the quality of customer service provided by EDCs and NGDCs to ensure that service is provided appropriately.

The data submitted by the EDCs and the NGDCs shows that the various performance measurements included in this report are interrelated. Often, the level of performance on one of the measures directly affects a company's performance on one or more of the other measures. For example, if a company fails to obtain actual meter readings for long periods of time, it may underestimate the customers' usage. When the company does get actual reads, the make-up bills may cause the customers to call the company, generating increased volumes of complaints. This may affect telephone access statistics. Further, an increased volume of complaints often leads to a company not being able to handle the disputes in a timely manner and failing to issue reports to the disputes within the required 30-day timeframe. Later, such behavior may influence customer survey results and generate consumer complaints with the Commission. For the specific performance measurements included in this report, it is apparent that companies are vulnerable to changes in customer service performance when faced with external and/or internal challenges, including but not limited to, changes in information management systems, such as billing and metering systems, staffing and human resources changes, and the impacts emanating from the COVID-19 pandemic.

The data in the report also shows the relatively steady nature of quality-of-service performance metrics of the EDCs and NGDCs. The survey results summarized and included in this report show customers are generally satisfied with the service they receive from their EDCs and NGDCs. Comparing overall satisfaction among the last three reporting periods, it appears only negligible differences are recorded among the companies, indicating that the level of customer service appears to be maintained by the EDCs and NGDCs at a relatively consistent level. Nevertheless, the company-reported performance data also indicates there is room for improvement on the part of these utilities. As the Commission moves forward, BCS will be using the data in this report coupled with information from informal case investigations and other relevant reports to prioritize its compliance assistance initiatives and activities with Pennsylvania's major electric and natural gas companies.

# Appendix A

**Table 1A**  
**EDC Survey Results 2019-2021**

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2019	2020	2021	2019	2020	2021
Duquesne	85%	88%	80%	78%	80%	79%
Met-Ed	83%	87%	85%	72%	74%	77%
PECO	85%	85%	89%	83%	83%	82%
Penelec	79%	87%	84%	70%	77%	69%
Penn Power	84%	89%	86%	75%	79%	73%
PPL	88%	88%	84%	79%	78%	75%
UGI-Electric	87%	92%	88%	80%	86%	81%
West Penn	83%	87%	85%	72%	74%	73%
<b>Average</b>	<b>84%</b>	<b>88%</b>	<b>85%</b>	<b>76%</b>	<b>79%</b>	<b>76%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the EDC.

**Table 1B**  
**EDC Survey Results 2019-2021**

Company	Satisfaction with EDC Representative's Handling of Contact*		
	2019	2020	2021
Duquesne	89%	92%	89%
Met-Ed	89%	93%	92%
PECO	89%	90%	91%
Penelec	90%	94%	93%
Penn Power	90%	92%	94%
PPL	90%	90%	90%
UGI-Electric	90%	92%	92%
West Penn	86%	92%	93%
<b>Average</b>	<b>89%</b>	<b>92%</b>	<b>92%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the EDC.

**Table 2**  
**Overall Satisfaction with EDC Contact: Credit/Collection v. Other Calls**  
**\*2019-2021**

Company	Credit/Collection			Other			Overall		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Duquesne	90%	89%	90%	85%	90%	84%	86%	89%	85%
Met-Ed	88%	91%	89%	84%	89%	89%	85%	89%	89%
PECO	92%	91%	93%	89%	85%	87%	90%	87%	87%
Penelec	83%	92%	87%	86%	91%	90%	85%	91%	90%
Penn Power	89%	91%	89%	87%	90%	90%	87%	90%	90%
PPL	92%	87%	90%	89%	88%	86%	91%	88%	86%
UGI-Electric	91%	93%	92%	87%	89%	87%	88%	89%	87%
West Penn	86%	87%	84%	87%	90%	91%	86%	89%	91%
<b>Average</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>	<b>87%</b>	<b>89%</b>	<b>88%</b>	<b>87%</b>	<b>89%</b>	<b>88%</b>

\*Other calls include all categories of contacts to an EDC other than those related to credit and collection. Other calls include contacts about trouble or power outages, billing matters, connect/disconnect requests, customer choice and miscellaneous issues such as requests for rate information or name and address changes.

**Table 3**  
**Contacting an EDC 2019-2021**

Company	Ease of Using EDC's Automated Telephone System*			Satisfaction with Choices Offered by Automated Telephone System**			Satisfaction with Wait to Speak to an EDC Representative**		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Duquesne	78%	81%	80%	74%	80%	79%	79%	86%	74%
Met-Ed	74%	73%	76%	71%	75%	77%	76%	82%	79%
PECO	81%	83%	82%	81%	80%	81%	82%	86%	83%
Penelec	68%	75%	68%	70%	77%	73%	71%	81%	75%
Penn Power	74%	79%	73%	73%	79%	73%	78%	85%	77%
PPL	79%	80%	76%	76%	78%	76%	85%	81%	78%
UGI-Electric	81%	85%	83%	80%	84%	82%	83%	88%	85%
West Penn	74%	75%	78%	73%	74%	72%	75%	80%	80%
<b>Average</b>	<b>76%</b>	<b>79%</b>	<b>77%</b>	<b>75%</b>	<b>78%</b>	<b>77%</b>	<b>79%</b>	<b>84%</b>	<b>79%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the EDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

**Table 4**  
**Consumer Ratings of EDC Representatives 2019-2021**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2019	2020	2021	2019	2020	2021
Duquesne	94%	95%	95%	90%	92%	92%
Met-Ed	93%	95%	95%	90%	93%	92%
PECO	93%	97%	95%	90%	91%	92%
Penelec	94%	96%	96%	91%	95%	93%
Penn Power	92%	96%	96%	90%	93%	95%
PPL	96%	96%	95%	91%	89%	92%
UGI-Electric	94%	96%	96%	91%	93%	91%
West Penn	92%	95%	96%	89%	93%	94%
<b>Average</b>	<b>94%</b>	<b>96%</b>	<b>96%</b>	<b>90%</b>	<b>92%</b>	<b>93%</b>

\*Percent of consumers who described the company representative as either “very courteous” or “somewhat courteous” and “very knowledgeable” or “somewhat knowledgeable” when asked about their perception of these aspects of the call center representative.

**Table 5A**  
**Premises Visit from an EDC Field Representative 2019-2021**

Company	Overall Satisfaction with the Way Premises Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Duquesne	90%	70%	84%	72%	64%	68%	100%	92%	90%
Met-Ed	83%	80%	72%	75%	70%	67%	100%	91%	77%
PECO	84%	79%	83%	76%	67%	69%	96%	91%	97%
Penelec	81%	87%	90%	84%	79%	85%	85%	100%	100%
Penn Power	89%	84%	80%	86%	90%	84%	100%	100%	100%
PPL	87%	84%	87%	82%	74%	79%	90%	96%	93%
UGI-Electric	77%	76%	84%	74%	71%	67%	69%	100%	86%
West Penn	68%	85%	88%	77%	78%	79%	57%	100%	100%
<b>Average</b>	<b>82%</b>	<b>81%</b>	<b>84%</b>	<b>78%</b>	<b>74%</b>	<b>75%</b>	<b>87%</b>	<b>96%</b>	<b>93%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “promptness” is the state or condition of acting or responding with speed or readiness to a customer’s question, complaint, dispute or request. An example of promptness might be the utility responding to a customer’s request for a premises visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the company field representative as “very courteous” or “somewhat courteous” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

**Table 5B**  
**Premises Visit from an EDC Field Representative 2019-2021**

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Duquesne	100%	92%	85%	86%	74%	78%	70%	85%	81%
Met-Ed	94%	91%	77%	86%	77%	70%	80%	87%	86%
PECO	80%	89%	94%	92%	84%	89%	83%	90%	79%
Penelec	93%	100%	100%	76%	87%	72%	89%	91%	94%
Penn Power	95%	100%	90%	89%	82%	83%	89%	96%	87%
PPL	91%	93%	90%	82%	82%	91%	83%	87%	85%
UGI-Electric	69%	91%	77%	71%	76%	83%	91%	93%	76%
West Penn	71%	100%	100%	75%	90%	87%	86%	89%	90%
<b>Average</b>	<b>87%</b>	<b>95%</b>	<b>89%</b>	<b>82%</b>	<b>82%</b>	<b>82%</b>	<b>84%</b>	<b>90%</b>	<b>85%</b>

\*Percent of consumers who described the company field representative as “very knowledgeable” or “somewhat knowledgeable” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

\*\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “timeliness” is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer’s question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer’s residence on the date and at the time previously agreed upon by the utility and the customer.

**Table 6**  
**Characteristics of 2021 EDC Survey Participants**

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premises Visit
Duquesne	719	100%	0%	73%	88%	4%
Met-Ed	706	97%	3%	71%	95%	4%
PECO	719	95%	5%	71%	85%	7%
Penelec	704	96%	4%	72%	95%	6%
Penn Power	705	97%	3%	69%	96%	5%
PPL	704	98%	2%	63%	69%	11%
UGI-Electric	700	94%	6%	65%	95%	13%
West Penn	704	96%	4%	66%	94%	6%
<b>Average</b>	<b>708</b>	<b>97%</b>	<b>6%</b>	<b>69%</b>	<b>90%</b>	<b>7%</b>

**Table 7A**  
**2019 EDC Survey Participants Reason for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	16%	37%	10%	18%	8%	10%
Met-Ed	15%	46%	3%	25%	4%	8%
PECO	24%	42%	10%	12%	4%	8%
Penelec	16%	41%	3%	24%	7%	9%
Penn Power	18%	39%	2%	27%	5%	9%
PPL	13%	27%	31%	3%	14%	12%
UGI-Electric	21%	46%	6%	18%	0%	8%
West Penn	16%	44%	4%	22%	6%	8%

**Table 7B**  
**2020 EDC Survey Participants Reason for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	17%	43%	4%	19%	8%	9%
Met-Ed	14%	31%	3%	37%	3%	12%
PECO	17%	43%	16%	13%	4%	8%
Penelec	14%	28%	4%	36%	4%	15%
Penn Power	10%	31%	4%	40%	5%	11%
PPL	7%	23%	36%	5%	17%	12%
UGI-Electric	18%	48%	8%	16%	1%	10%
West Penn	11%	28%	5%	40%	3%	13%

**Table 7C**  
**2021 EDC Survey Participants Reason for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	25%	45%	5%	12%	5%	8%
Met-Ed	11%	28%	3%	44%	3%	11%
PECO	20%	48%	10%	12%	3%	6%
Penelec	12%	26%	3%	41%	4%	14%
Penn Power	10%	33%	2%	38%	3%	14%
PPL	10%	28%	35%	4%	15%	8%
UGI-Electric	21%	46%	12%	13%	*	8%
West Penn	11%	28%	5%	40%	2%	15%

**Table 8**  
**Average Number of EDC Residential Customers 2021\***

Company	Average Number of Residential Customers
Duquesne	543,300
Met-Ed	512,216
PECO	1,530,346
Penelec	501,816
Penn Power	148,138
PPL	1,251,196
UGI-Electric	55,084
West Penn	632,415

\*The number of residential customers for the electric, gas and water utilities are drawn from reports required by Chapter 56 at § 56.231(a)(1)(2).



# Appendix B

**Table 1A**  
**NGDC Survey Results 2019-2021**

Company	Satisfaction with Ease of Reaching the Company**			Satisfaction with Using NGDC's Automated Phone System**		
	2019	2020	2021	2019	2020	2021
Columbia	92%	93%	86%	81%	86%	84%
Peoples	90%	92%	90%	87%	85%	82%
Peoples-Equitale	89%	N/A	N/A	82%	N/A	N/A
NFG	92%	93%	91%	N/A	N/A	NA
PGW	89%	92%	88%	82%	90%	83%
UGI-Gas	91%	92%	91%	86%	88%	85%
UGI Penn Natural	89%	N/A	N/A	82%	N/A	N/A
<b>Average</b>	<b>90%</b>	<b>92%</b>	<b>89%</b>	<b>83%</b>	<b>87%</b>	<b>84%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the NGDC.

**Table 1B**  
**NGDC Survey Results 2019-2021**

Company	Satisfaction with NGDC Representative's Handling of Contact**		
	2019	2020	2021
Columbia	95%	94%	93%
Peoples	96%	94%	93%
Peoples-Equitale	94%	N/A	N/A
NFG	92%	94%	94%
PGW	90%	94%	92%
UGI-Gas	92%	94%	93%
UGI Penn Natural	93%	N/A	N/A
<b>Average</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the NGDC.

**Table 2**  
**Overall Satisfaction with NGDC Contact: Credit/Collection v. Other Calls\***  
**2019-2021**

Company	Credit/Collection			Other			Overall		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Columbia	92%	95%	92%	95%	95%	87%	95%	95%	89%
Peoples	94%	96%	91%	93%	94%	89%	93%	95%	90%
Peoples-Equitable	89%	N/A	N/A	90%	N/A	N/A	91%	N/A	N/A
NFG	91%	91%	91%	90%	93%	93%	90%	93%	92%
PGW	94%	92%	93%	90%	91%	87%	92%	91%	89%
UGI-Gas	91%	92%	91%	91%	93%	89%	91%	92%	90%
UGI Penn Natural	90%	N/A	N/A	90%	N/A	N/A	90%	N/A	N/A
<b>Average</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>	<b>93%</b>	<b>89%</b>	<b>92%</b>	<b>93%</b>	<b>90%</b>

\*Other calls include all categories of contacts to an NGDC other than those related to credit and collection. Other calls include contacts about reliability and safety, billing matters, connect/disconnect requests, customer choice and miscellaneous issues such as requests for rate information or name and address changes.

**Table 3**  
**Contacting an NGDC 2019-2021**

Company	Ease of Using NGDC's Automated Telephone System*			Satisfaction with Choices Offered by Automated Telephone System**			Satisfaction with Wait to Speak to an NGDC Representative**		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Columbia	81%	85%	82%	80%	86%	83%	86%	87%	83%
Peoples	84%	84%	78%	85%	83%	81%	88%	86%	84%
Peoples-Equitable	78%	N/A	N/A	80%	N/A	N/A	82%	N/A	N/A
NFG	N/A	N/A	NA	N/A	N/A	NA	90%	93%	90%
PGW	80%	87%	82%	82%	89%	81%	86%	92%	82%
UGI-Gas	83%	88%	81%	83%	85%	81%	89%	88%	86%
UGI Penn Natural	82%	N/A	N/A	82%	N/A	N/A	86%	N/A	N/A
<b>Average</b>	<b>81%</b>	<b>86%</b>	<b>81%</b>	<b>82%</b>	<b>86%</b>	<b>82%</b>	<b>87%</b>	<b>89%</b>	<b>85%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the NGDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

**Table 4**  
**Consumer Ratings of NGDC Representatives 2019-2021**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2019	2020	2021	2019	2020	2021
Columbia	97%	97%	96%	97%	95%	94%
Peoples	96%	97%	94%	96%	94%	93%
Peoples-Equitable	94%	N/A	N/A	94%	N/A	N/A
NFG	96%	97%	95%	93%	96%	94%
PGW	94%	96%	94%	93%	94%	93%
UGI-Gas	94%	97%	95%	92%	95%	93%
UGI Penn Natural	95%	N/A	N/A	94%	N/A	N/A
<b>Average</b>	<b>95%</b>	<b>97%</b>	<b>95%</b>	<b>94%</b>	<b>95%</b>	<b>93%</b>

\*Percent of consumers who described the company representative as either “very courteous” or “somewhat courteous” and “very knowledgeable” or “somewhat knowledgeable” when asked about their perception of these aspects of the call center representative.

**Table 5A**  
**Premises Visit from an NGDC Field Representative 2019-2021**

Company	Overall Satisfaction with the Way Premises Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Columbia	93%	94%	91%	89%	91%	84%	99%	95%	95%
Peoples	90%	93%	89%	91%	91%	82%	97%	95%	96%
Peoples-Equitable	84%	N/A	N/A	84%	N/A	N/A	96%	N/A	N/A
NFG	85%	92%	88%	87%	89%	89%	95%	100%	97%
PGW	91%	91%	90%	87%	90%	85%	95%	94%	97%
UGI-Gas	89%	87%	95%	86%	83%	87%	97%	99%	97%
UGI Penn Natural	85%	N/A	N/A	83%	N/A	N/A	97%	N/A	N/A
<b>Average</b>	<b>88%</b>	<b>91%</b>	<b>91%</b>	<b>87%</b>	<b>89%</b>	<b>85%</b>	<b>97%</b>	<b>97%</b>	<b>96%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “promptness” is the state or condition of acting or responding with speed or readiness to a customer’s question, complaint, dispute or request. An example of promptness might be the utility responding to a customer’s request for a premises visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the company field representative as “very courteous” or “somewhat courteous,” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

**Table 5B**  
**Premises Visit from an NGDC Field Representative 2019-2021**

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Columbia	95%	95%	92%	93%	95%	91%	93%	96%	92%
Peoples	98%	95%	97%	87%	90%	89%	92%	93%	83%
Peoples-Equitable	92%	N/A	N/A	86%	N/A	N/A	86%	N/A	N/A
NFG	91%	97%	95%	86%	91%	90%	86%	94%	93%
PGW	95%	94%	94%	89%	93%	93%	91%	95%	96%
UGI-Gas	95%	94%	96%	91%	86%	96%	89%	97%	91%
UGI Penn Natural	97%	N/A	N/A	91%	N/A	N/A	93%	N/A	N/A
<b>Average</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>89%</b>	<b>91%</b>	<b>92%</b>	<b>90%</b>	<b>95%</b>	<b>91%</b>

\*Percent of consumers who described the company field representative as “very knowledgeable” or “somewhat knowledgeable” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

\*\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “timeliness” is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer’s question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer’s residence on the date and at the time previously agreed upon by the utility and the customer.

**Table 6**  
**Characteristics of 2021 NGDC Survey Participants**

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premises Visit
Columbia	710	93%	7%	66%	88%	16%
Peoples	721	97%	3%	68%	91%	17%
NFG	715	98%	2%	N/A	95%	20%
PGW	704	92%	8%	66%	96%	12%
UGI-Gas	723	96%	4%	63%	96%	21%
<b>Average</b>	<b>715</b>	<b>96%</b>	<b>5%</b>	<b>66%</b>	<b>93%</b>	<b>17%</b>

**Table 7A**  
**2019 NGDC Survey Participants Reasons for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	15%	52%	6%	16%	2%	9%
Peoples	20%	37%	2%	28%	2%	12%
Peoples-Equitable	19%	37%	1%	32%	1%	10%
NFG	22%	52%	3%	14%	0%	8%
PGW	30%	44%	4%	16%	1%	6%
UGI-Gas	18%	36%	5%	32%	1%	9%
UGI-Central Penn	17%	47%	3%	21%	1%	11%

**Table 7B**  
**2020 NGDC Survey Participants Reasons for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	13%	53%	7%	16%	2%	8%
Peoples	20%	39%	2%	26%	2%	11%
NFG	16%	51%	3%	21%	1%	9%
PGW	18%	44%	7%	21%	1%	9%
UGI-Gas	16%	46%	5%	22%	2%	9%

**Table 7C**  
**2021 NGDC Survey Participants Reasons for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	17%	54%	7%	15%	1%	6%
Peoples	22%	41%	3%	24%	1%	9%
NFG	23%	50%	3%	17%	1%	7%
PGW	26%	43%	5%	18%	*	8%
UGI-Gas	20%	44%	7%	21%	1%	7%

**Table 8**  
**Average Number of NGDC Residential Customers 2021\***

Company	Average Number of Residential Customers
Columbia	407,892
NFG	198,007
Peoples	593,089
PGW	488,817
UGI-Gas	611,631

\*The number of residential customers for the electric, gas and water utilities are drawn from reports required by Chapter 56 at § 56.231(a)(1)(2).



The Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120  
[www.puc.pa.gov](http://www.puc.pa.gov)

