



2022
CUSTOMER SERVICE
PERFORMANCE REPORT

*PENNSYLVANIA ELECTRIC & NATURAL GAS
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES*

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Customer Service Performance Report 2022

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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 2022, the effects of the COVID-19 pandemic continued to impact the customer service operations of the major EDCs and NGDCs in Pennsylvania. Although many of the health and safety precautions that were implemented early in the pandemic were lifted in 2021, including protections that stayed utility service terminations, utilities in 2022 continued to grapple with the consequences that were precipitated by the pandemic. Those challenges, which are being felt on a nationwide basis, include acute staffing shortages that are impacting the delivery of customer services. During 2022, utilities continued to be confronted with higher-than-normal call rates, predominantly from customers with complex situations that required additional resources and time to address. Taken together, these challenges proved to be barriers for some utilities in realizing performance levels that pre-date COVID-19. To illustrate the impacts of COVID-19 on customer service performance more thoroughly, an additional reporting year was added to this report to show company performance levels prior to and following the outbreak of COVID-19.

As the continued recovery from the COVID-19 pandemic impacted the performance of some EDCs and NGDCs in 2022, it is not surprising that corresponding results from customer surveys of utility performance were obtained. In 2022, the EDC industry average showed that 85% of consumers were "satisfied" and 62% were "very satisfied" with the overall quality of service they received from their EDCs. These figures contrast from the results in 2021, when 88% of consumers were "satisfied" and 75% were "very satisfied." In 2022, the industry average for overall satisfaction with NGDC customer contacts was 88% with 74% being "very satisfied." These figures were down from 2021 levels, where 90% of NGDC customers were "satisfied" and 79% were "very satisfied." While the utility performance and customer survey data from 2022 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, it is anticipated utilities will continue to examine measures to strengthen their customer service practices.

Introduction

This report¹ by the Public Utility Commission (PUC or Commission) presents quality of service data for the major electric distribution companies² (EDCs) and the major natural gas distribution companies³ (NGDCs). Pursuant to the requirements of the Electricity Generation Customer Choice and Competition Act⁴ and the Natural Gas Choice and Competition Act⁵, 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 EDCs⁶ and the NGDCs⁷ 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.⁸

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 2022 and submitted the results to the Commission in 2023. 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, under the link for Filing & Resources.

¹ This report fulfills the requirements of 52 Pa. Code § 54.156 and 52 Pa. Code § 62.37

² 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)

³ 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)

⁴ 66 Pa. C.S. §§ 2801-2812

⁵ 66 Pa. C.S. Chapter 22

⁶ 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.

⁷ 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.

⁸ 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 the years thereafter. 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 the years during and following the pandemic.

To address public health and safety concerns, on March 6, 2020, Governor Tom Wolf issued a Proclamation of Disaster Emergency in response to the COVID-19 pandemic (*Emergency Proclamation*).⁹ On March 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.¹⁰

On Oct. 13, 2020, the PUC entered an Order modifying the *Emergency Order* of the public utility service termination moratorium (October 13 Order).¹¹ 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 March 31, 2021.

On March 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.¹² 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 April 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 March 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 March 18, 2021, Order, by changing the expiration date of the March 18, 2021, Order from Dec. 31, 2021, to Sept. 30, 2021.¹³ 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.

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

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

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

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

¹³ 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 2022 due to the direct and indirect effects of the COVID-19 pandemic. To illustrate the impacts of the pandemic and the ensuing recovery efforts by the major utilities, data in this report now covers a span of four years, from 2019 through 2022, so that post pandemic trends can be evaluated against the utility's performance prior to the spread of COVID-19. Impacts associated with certain quality of service variables are highlighted and explained in this report, 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 2022 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 March 8, 2011, West Penn subsequently joined Met-Ed, Penelec and Penn Power as operating subsidiaries of FirstEnergy¹⁴. 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 transitioned to the FirstEnergy system in April 2012; however, due to the commitments made in the merger, FirstEnergy tracks and reports West Penn separately. Therefore, West Penn'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. The 2019 data can be found in the footnote accompanying each graph or table. Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable.

UGI Companies

¹⁴ Docket Nos. A-2010-2176520 and A-2010-2176732

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. The 2019 data can be found in the footnote accompanying each graph or table. UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward 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 2020-22 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2020-22 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:

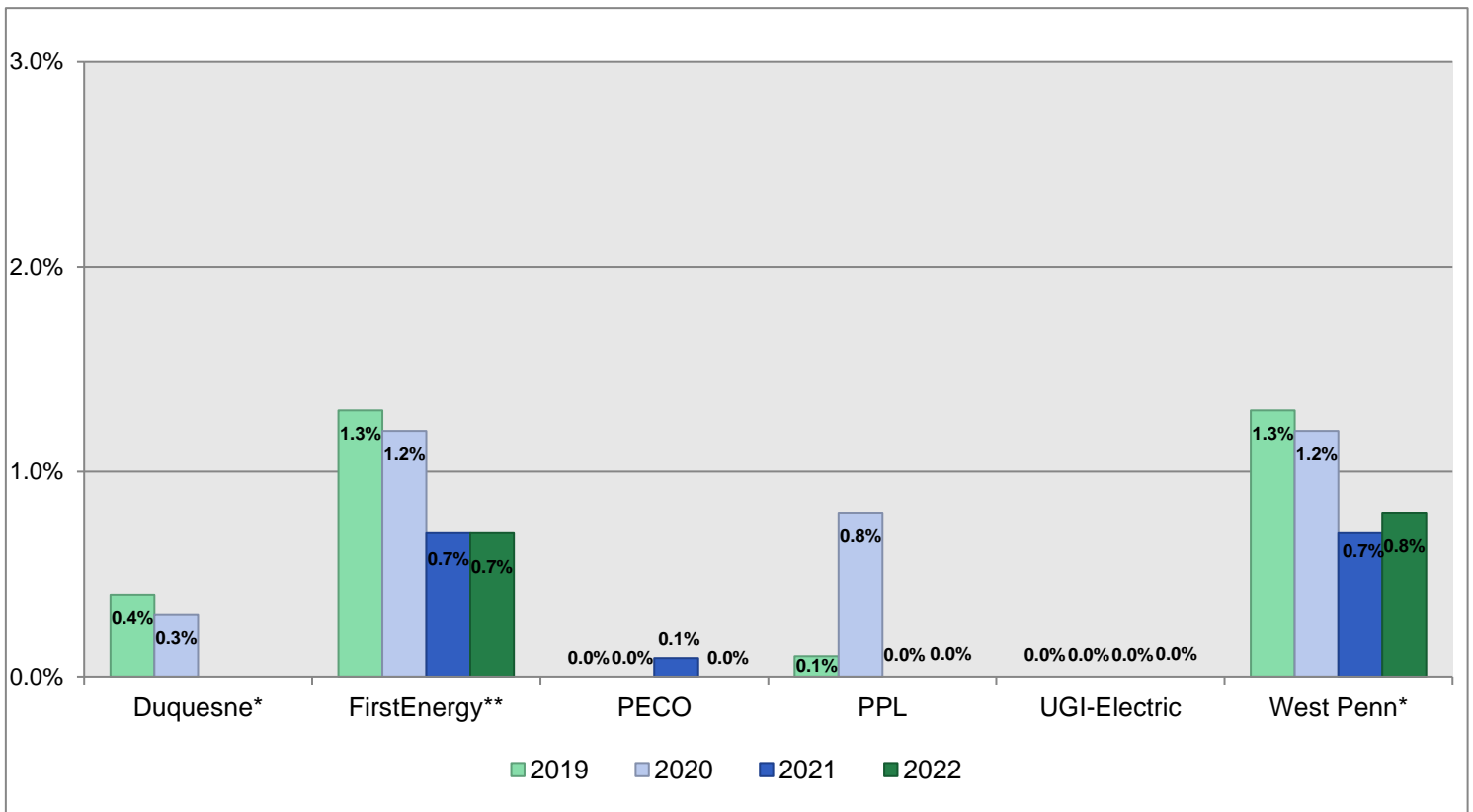
- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

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.¹⁵ Similarly, NGDCs are required to report the average busy-out rate.¹⁶ 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 four-year period 2019, 2020, 2021 and 2022. The second chart presents the combined busy-out rate for each major NGDC during 2019, 2020, 2021 and 2022.

EDCs Annual Average Busy-Out Rate 2019-2022



*Average Busy-Out Rate data for 2021 and 2022 was not available from Duquesne Light.

**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.

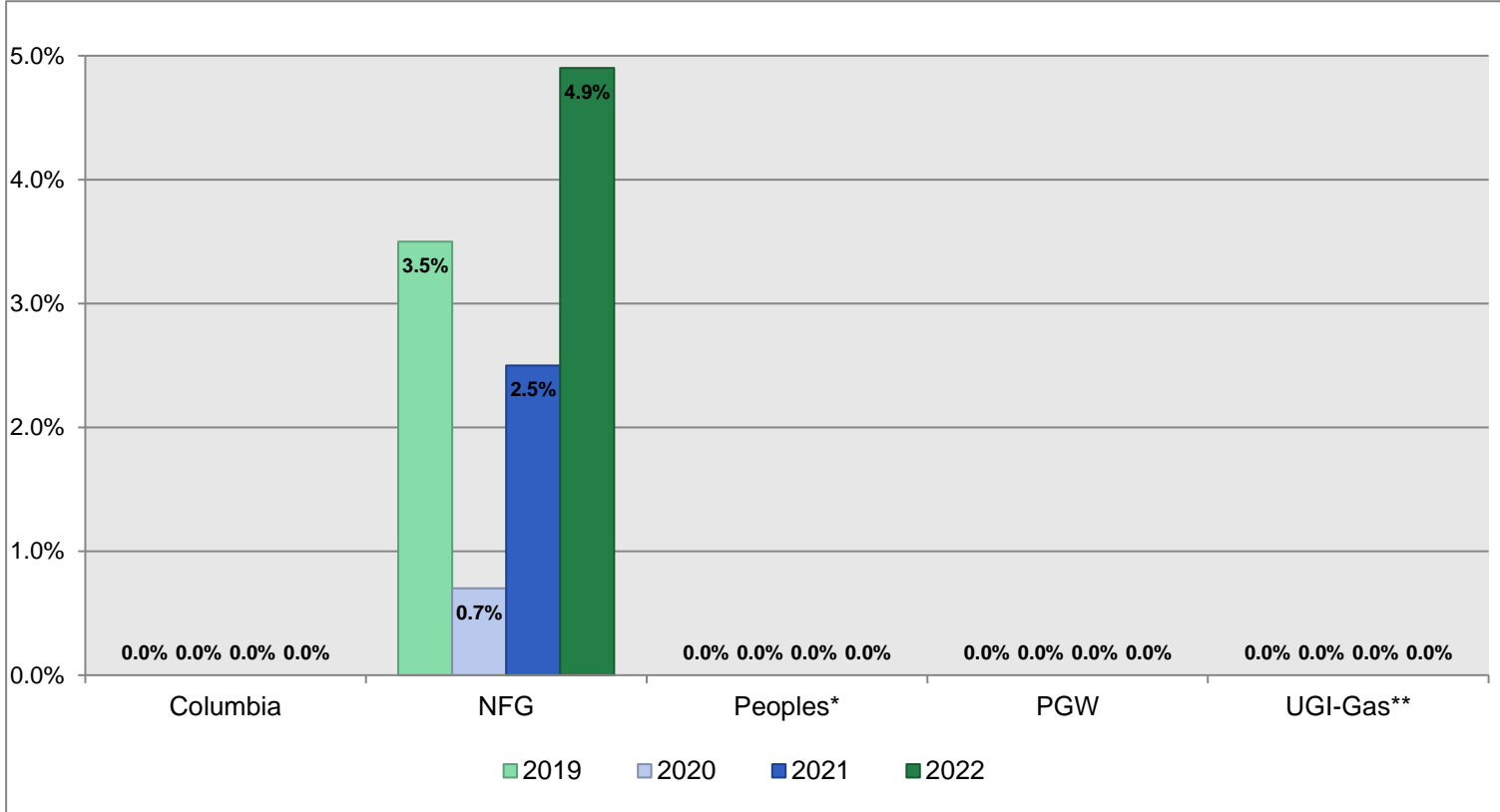
As reflected in the above table, the major EDCs saw no significant variations in performance in 2022 compared to previous reporting years. PECO, PPL and UGI-Electric were the only major EDCs in 2022 that reported zero busy-out rates.

¹⁵ 52 Pa. Code § 54.153(b)(1)(ii)

¹⁶ 52 Pa. Code § 62.33(b)(1)(ii)

Average Busy-Out Rate data was not available from Duquesne Light. In compiling their data for 2022, Duquesne Light discovered a reporting error that impacted the validity of their busy-out rate data for the reporting years of 2021 and 2022. Upon further investigation, the company concluded that it could not recover the data for 2021 and 2022 and therefore was not able to amend the busy-out data for the 2021 reporting period and was not able to produce the 2022 data. As a result of their findings, Duquesne Light filed a petition with the PUC on March 27, 2023, requesting a wavier, nunc pro tunc, of the reporting requirements associated with the company’s “busy-out rate” for the years 2021 and 2022. The PUC granted Duquesne Light’s petition at docket number P-2023-3039285 on July 14, 2023.

NGDCs Annual Average Busy-Out Rate 2019-2022



*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 rate for Peoples-Equitable was 0.0%.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 rate for UGI Penn Natural was 0.0%.

With the exception of NFG, all major NGDCs reported zero busy-out rates for 2022. NFG reported that their decline in performance from 2020 to 2022 was attributable to higher call volumes due to the lifting of the moratorium on collection terminations due to the COVID-19 pandemic, as well as longer call handle times, and staffing issues including higher employee turnover.

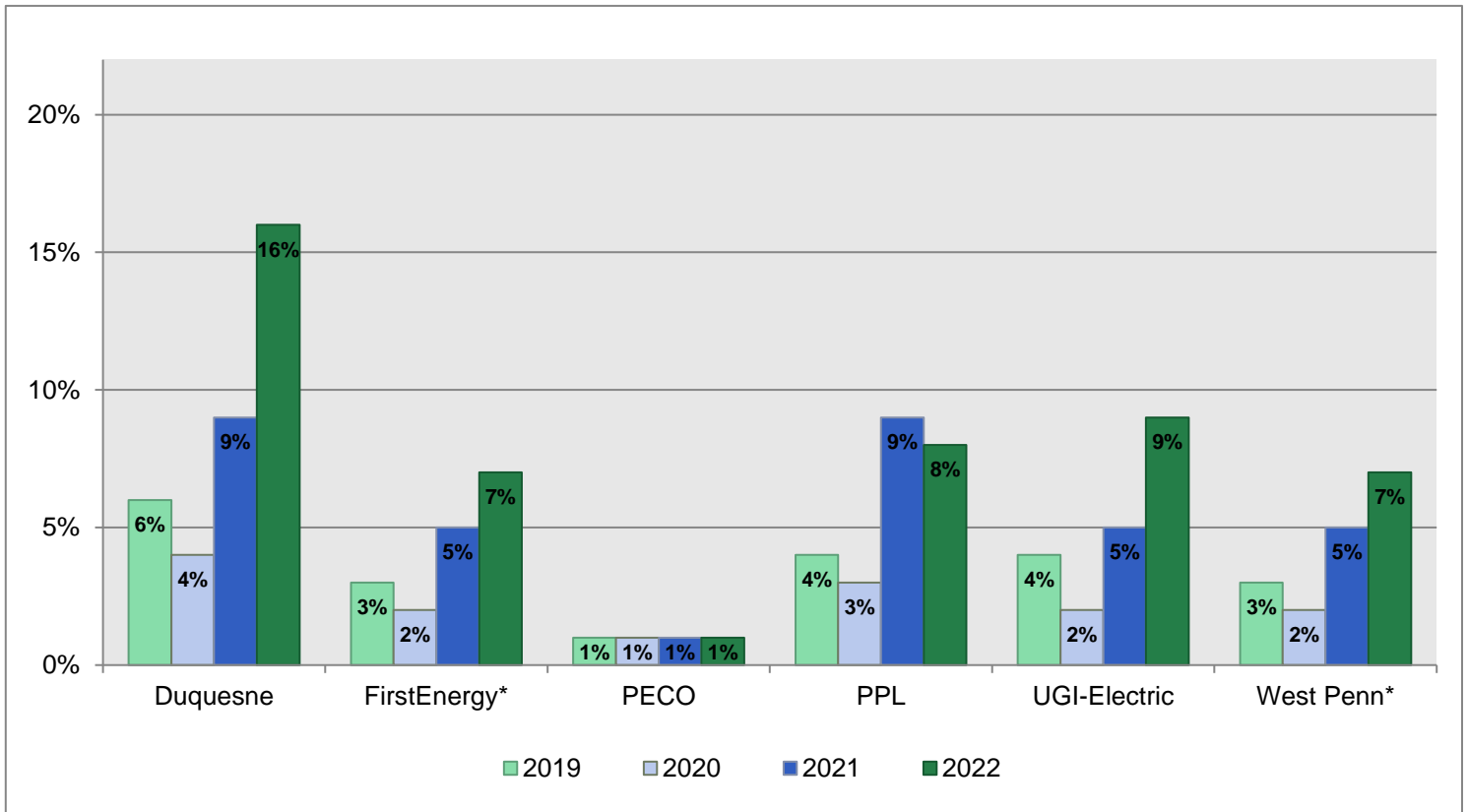
2. Call Abandonment Rate

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 rate¹⁷ 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

¹⁷ 52 Pa. Code § 54.152 and § 67.32

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.

EDCs Annual Average Call Abandonment Rate 2019-2022



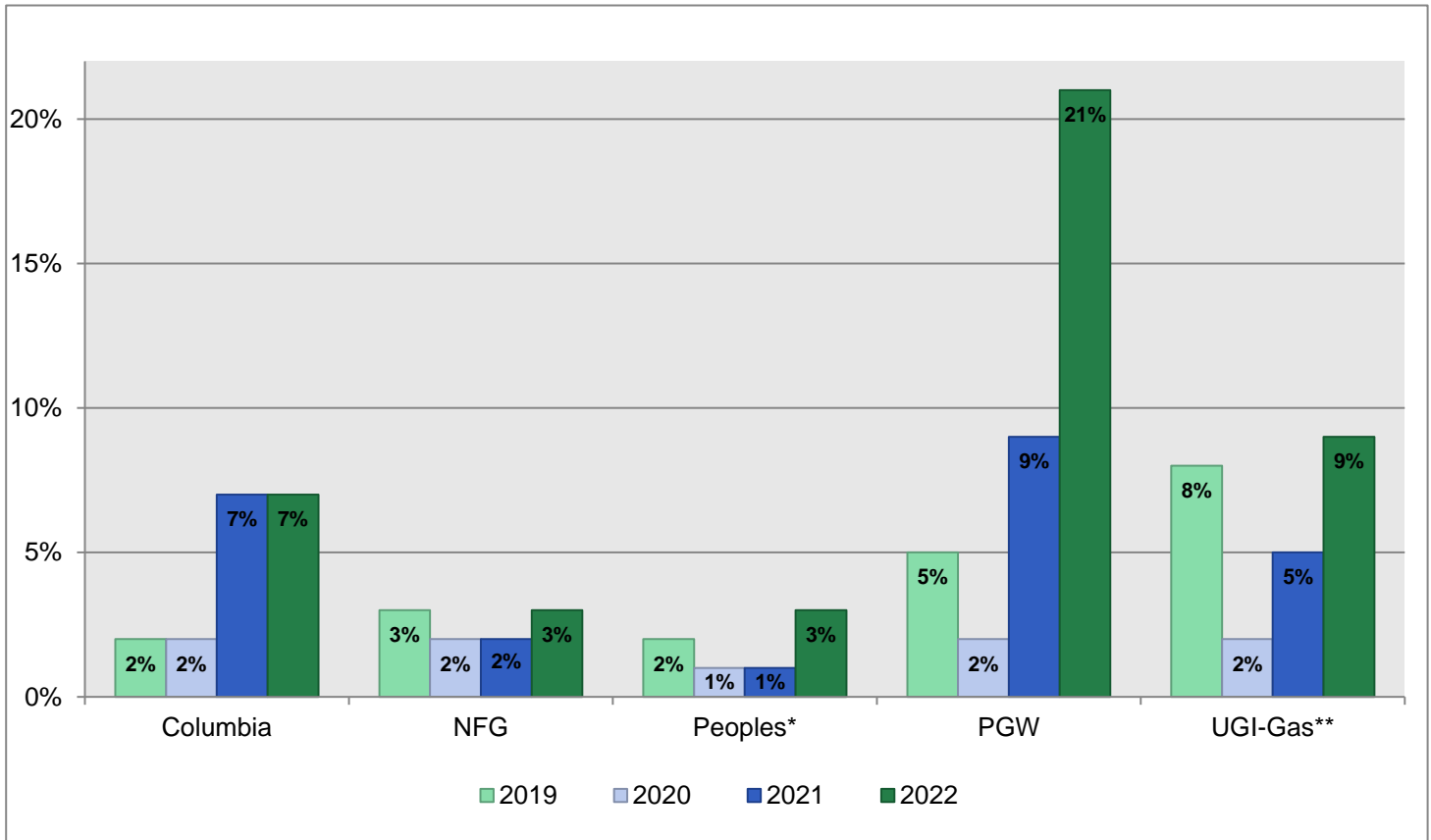
*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn’s telephone access data is tracked and reported separately for this report.

All major EDCs, with the exception of PECO and PPL, saw their average call abandonment rates increase in comparison to levels of performance achieved in 2021. In particular, Duquesne Light saw a measurable decline in performance in 2022 in comparison to previous reporting years. Duquesne Light reported that low staffing levels in its customer contact center attributed to longer call wait times during times of high call volume, which resulted in more abandoned calls.

First Energy, West Penn, and UGI Electric also reported that staffing challenges and higher call volumes impacted their performance in 2022, with First Energy noting they experienced on average a 15% increase in call volumes during the months of February – August 2022 in comparison to rates in 2021. First Energy attributed the increase in call volumes to the full return of disconnection and reconnection activities in 2022 as consumer protections during the COVID-19 pandemic ended.

In contrast to the diminished performance of several EDCs due to staffing issues, PPL reported improvements in this metric due to their ability to add additional staff in their call center, which enhanced the utility’s ability to answer calls and reduce call abandonment rates.

NGDCs Annual Average Call Abandonment Rate 2019-2022



*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 rate for Peoples-Equitable was 2%.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 rate for UGI Penn Natural was 8%.

In 2022, PGW saw a measurable increase in the average percentage of calls abandoned. PGW attributed its decline in performance to staffing issues, including difficulties in both hiring and retaining new employees. UGI-Gas and Peoples faced similar challenges, with both pointing to larger call volumes, a reduced labor pool, and higher staff vacancies in their call centers as the drivers for their decline in this performance measurement.

3. Percent of Calls Answered Within 30 Seconds

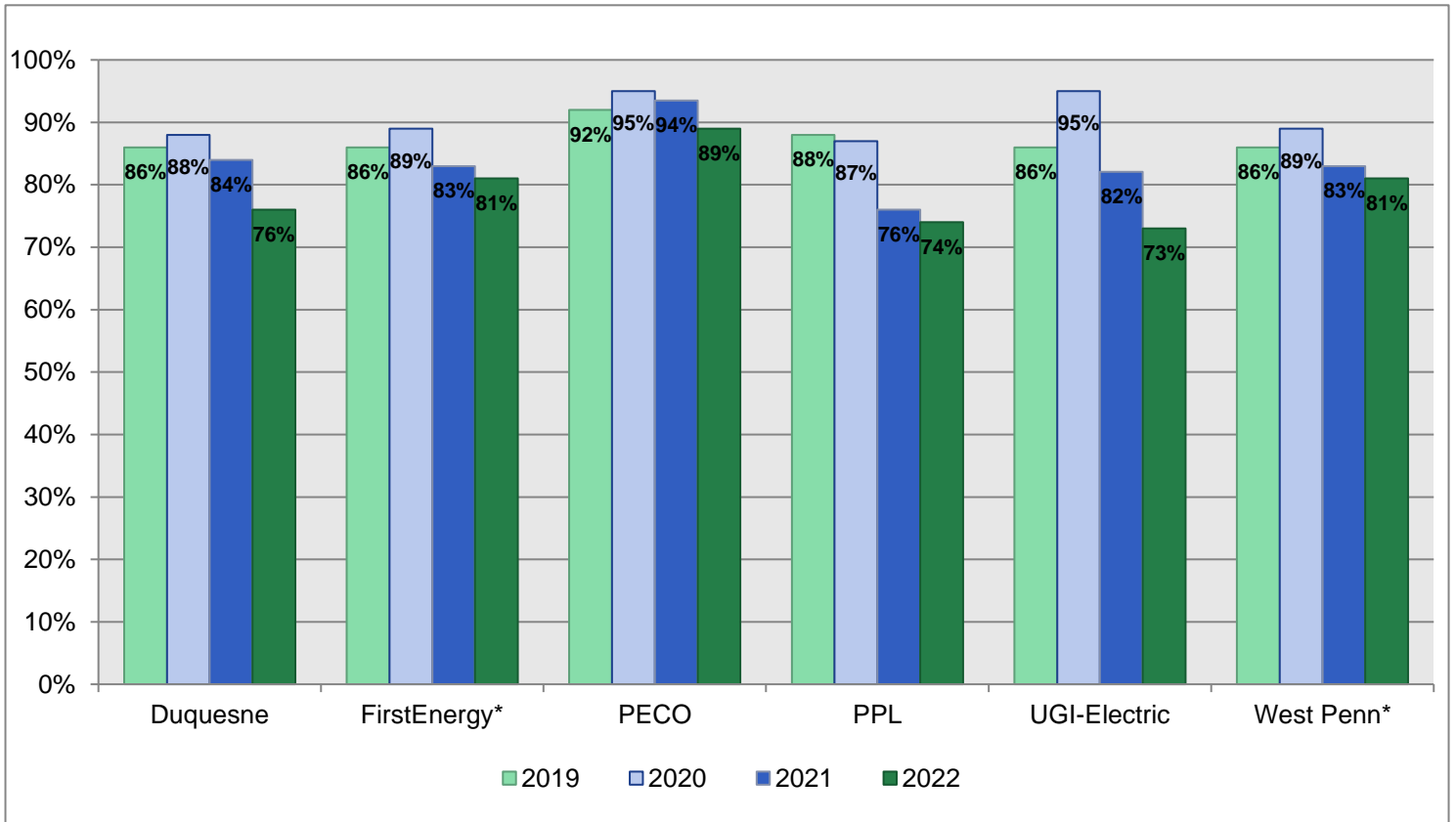
Each EDC and major NGDC is to “take measures necessary and keep sufficient records” to report the percent of calls answered within 30 seconds or less at the company’s call center.¹⁸ The section specifies that “answered” means a company representative is ready to render assistance to the caller.

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.

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

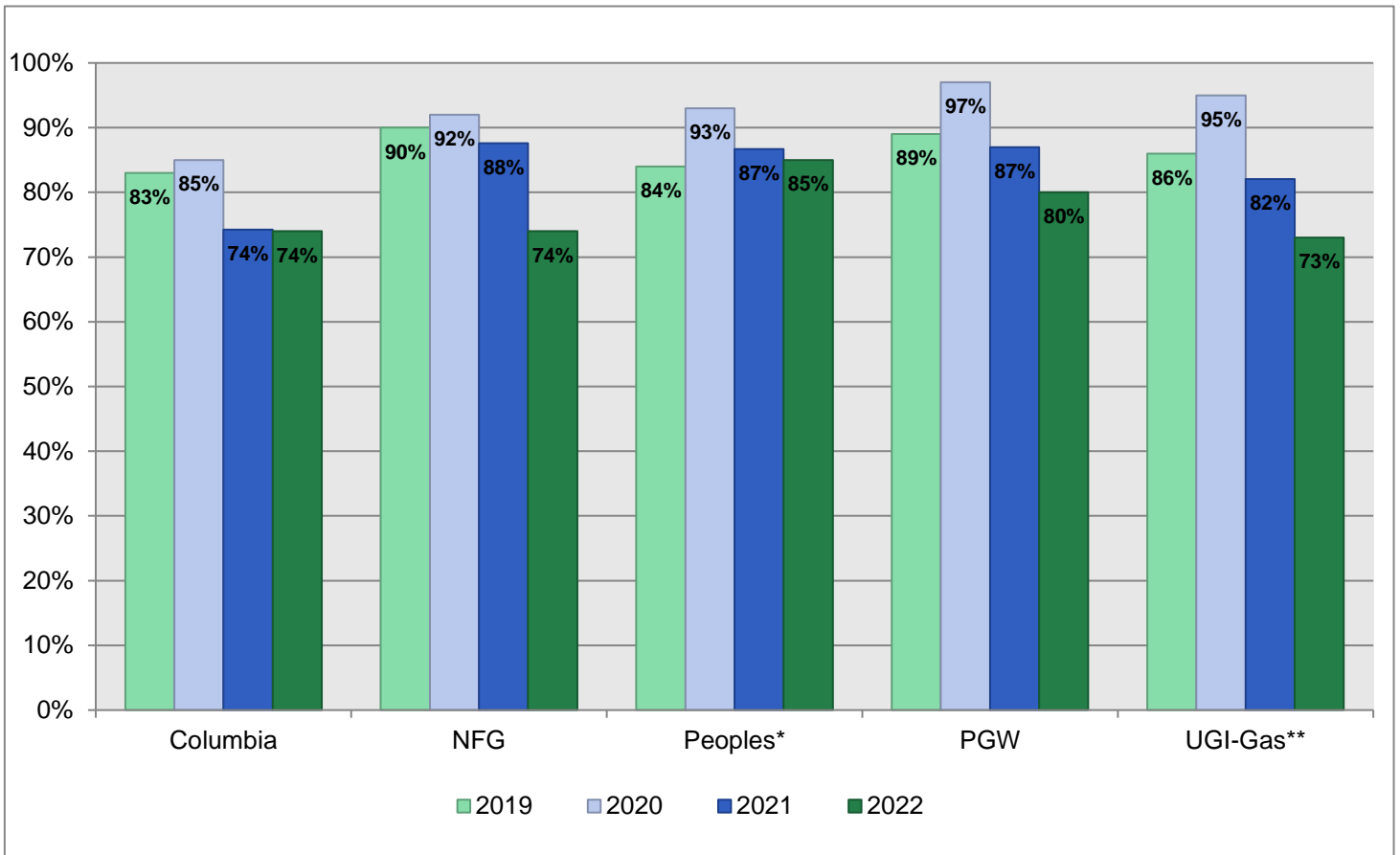
EDCs Annual Average Percent of Calls Answered Within 30 Seconds 2019-2022



All EDCs in 2022 struggled to answer calls within 30 seconds, with the performance of all EDCs shrinking well below pre-pandemic levels. Of all EDCs reporting data for this metric, Duquesne Light and UGI-Electric were particularly impacted in comparison to their performance in 2021.

As indicated in previous measurements, the substantial increase in the number of calls to utilities in 2022, which was largely attributable to the resumption of collection activities, was the main factor that impacted the ability of utilities to answer calls within 30 seconds. This, coupled with staffing challenges, contributed to declines in the performance of all EDCs.

NGDCs Annual Average Percent of Calls Answered Within 30 Seconds 2019-2022



*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitale. The 2019 percent for Peoples-Equitale was 84%.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 percent for UGI Penn Natural was 86%.

Similar to the EDCs, the NGDCs, with the exception of Columbia, also saw declines in performance of this measurement, with NFG and UGI-Gas particularly impacted. The companies cited higher call volumes due to the resumption of collection activities, longer call handle times, and staffing issues as the main reasons why calls answered within 30 seconds dropped in 2022. NFG also noted that longer call handle times in 2022 were caused by higher gas costs and a less experienced workforce managing calls.

B. Billing

A utility is required to render a bill once every billing period to all residential customers.¹⁹ 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.

¹⁹ 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.²⁰ 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, 2021 and 2022.

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

Company	2019		2020		2021		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	1	0.00%	4	0.00%	2	0.00%
Met-Ed	7	0.00%	3	0.00%	375	0.07%	214	0.04%
PECO	1,737	0.10%	1,270	0.09%	308	2.04%	494	0.03%
Penelec	4	0.00%	4	0.00%	303	0.06%	135	0.03%
Penn Power	2	0.00%	0	0%	18	0.01%	11	0.01%
PPL	397	0.03%	39	0.00%	53	0.00%	89	0.01%
UGI-Electric	46	0.09%	10	0.05%	2	0.01%	1	0.00%
West Penn	5	0.00%	3	0.00%	86	0.01%	58	0.01%
Average	275	0.03%	166	0.02%	144	0.28%	126	0.02%

With the exceptions of PECO and PPL, all EDCs improved their performance in this metric by decreasing the number of residential bills not rendered once every billing period in 2022. Notable improvements in performance were achieved in 2022 by Penelec, Met-Ed, and West Penn. Penelec reported that additional resources were temporarily used during 2022 to reduce backlogs that were created from the impacts of COVID-19, including those issues resulting from estimated meter reads of customer accounts during the pandemic. Met-Ed noted its improvements resulted from continued efforts to obtain actual reads on accounts, including its efforts to monitor monthly and daily reports, which allowed the company to target meters that were previously not read or recently missed. In 2022, Met-Ed reported it had completed its transition to SMART Meters, which, as a result, continues to minimize the number of meters not read by the company.

Despite improvements in this metric in 2021, PECO's performance slipped in 2022. PECO reported their decline was attributable to system processing issues that resulted in a larger than normal number of delayed bills. Many of the billing issues experienced by PECO customers required assistance from information technology staff. With the larger volume of work, including information technology resource challenges, PECO reported that it required additional time to resolve customer delayed bills, resulting in a decline in this performance metric.

²⁰ 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		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%	0	0%
NFG	3	0.00%	1	0.00%	3	0.00%	0	0.00%
Peoples*	0	0%	0	0%	0	0%	0	0%
PGW	13	0.00%	16	0.02%	1	0.00%	0	0%
UGI-Gas**	120	0.03%	86	0.04%	11	0.00%	3	0.00%
Average	27	0.01%	21	0.01%	3	0.00%	1	0.00%

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 number and percent for Peoples-Equitable were 0 and 0%, respectively.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 number and percent for UGI Penn Natural were 79 and 0.05%, respectively.

In contrast to the results achieved by the EDCs in 2022, all NGDCs either maintained or improved their performance concerning the number of residential bills not rendered once every billing period.

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.²¹ 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.²² 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).²³ 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.

²¹ 66 Pa. C.S. § 1509

²² 52 Pa. Code § 54.152

²³ 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		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	4	0.01%	1	0.00%
Met-Ed	11	0.02%	6	0.01%	127	0.19%	61	0.09%
PECO	1,180	0.70%	565	0.32%	220	0.12%	359	0.20%
Penelec	11	0.01%	6	0.01%	149	0.18%	64	0.08%
Penn Power	3	0.01%	3	0.01%	22	0.11%	15	0.07%
PPL	145	0.08%	21	0.01%	28	0.01%	51	0.03%
UGI-Electric	51	1.00%	22	0.45%	25	0.02%	0	0
West Penn	5	0.01%	6	0.01%	109	0.11%	45	0.05%
Average	176	0.23%	79	0.10%	86	0.09%	75	0.07%

In 2022, measurable improvements in this performance metric were realized by Met Ed, Penelec, and West Penn. As previously explained above, these utilities attributed their improvements to the temporary augmentation of resources to help alleviate backlog volumes resulting from the impacts of COVID-19.

Similarly for residential billing, PECO slipped in performance in 2022 for this performance measurement despite improvements over the past 3 years. As elaborated previously, PECO encountered system processing issues that contributed to delayed billing and impacted its performance relative to this metric.

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

Company	2019		2020		2021		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%	0	0%
NFG	1	0.01%	0	0%	0	0%	0	0%
Peoples*	0	0%	0	0%	0	0%	0	0%
PGW	1	0.01%	2	0.02%	1	0.01%	1	0.01%
UGI-Gas**	88	0.21%	51	0.18%	6	0.01%	2	0.00%
Average	18	0.05%	11	0.04%	1	0.00%	1	0.00%

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 number and percent for Peoples-Equitable were 0 and 0%, respectively.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 number and percent for UGI Penn Natural were 43 and 0.30%, respectively.

In 2022, all NGDCs either maintained or improved their performance relative to this metric in 2021.

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.²⁴ 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).²⁵

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.²⁶ 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.²⁷

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

Company	2019		2020		2021		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Duquesne	9	0.04%	3	0.00%	0	0%	72	0.01%
Met-Ed	2	0.00%	0	0%	0	0%	0	0%
PECO	26	0.00%	185	0.01%	284	0.01%	117	0.01%
Penelec	0	0%	0	0%	0	0%	0	0%
Penn Power	0	0%	0	0%	0	0%	0	0%
PPL	50	0.00%	2	0.00%	4	0.00%	8	0%
UGI-Electric	6	0.01%	8	0.01%	2	0.00%	2	0.00%
West Penn	0	0%	0	0%	0	0%	0	0%
Average	12	0.01%	25	0.00%	36	0.00%	25	0.00%

With the exception of PPL and Duquesne, all EDCs either maintained or improved their performance relating to the number of residential meters not read in six months. Duquesne reported its decline in performance was precipitated by a higher number of meter failures in late spring and early summer of 2022 due to storms and outages. Duquesne also reported supply chain shortages contributed to its inability to timely exchange meters before six-month actual reads were necessary.

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

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

²⁶ 52 Pa. Code § 56.12(4)(ii).

²⁷ 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		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Columbia	2	0.00%	21	0.00%	22	0.00%	11	0%
NFG	919	1.00%	3,343	2.47%	1,508	1.17%	1,315	1.09%
PECO (Gas)	1	0.00%	8	0.00%	8	0.00%	11	0%
Peoples*	173	0.05%	90	0.02%	25	0.01%	6	0%
PGW	27	0.01%	91	0.02%	94	0.02%	162	0.03%
UGI-Gas**	44	0.01%	145	0.02%	133	0.02%	58	0.01%
Average	194	0.18%	616	0.42%	298	0.20%	261	0.19%

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 number and percent for Peoples-Equitable were 0 and 0%, respectively.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 number and percent for UGI Penn Natural were 11 and 0.01%, respectively.

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.²⁸ The table above presents the data that the companies reported for 2019, 2020, 2021 and 2022. The report presents PECO's natural gas meter-reading data separately from its electric meter-reading data.

The 2022 data reported by the NGDCs reflects marginal differences in this metric, with the exception of improvements realized by NFG and UGI-Gas. Similar to 2021, 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. For 2022, NFG reported it is now back on its regular schedule of reading inside meters every other month.

In contrast to NFG, PGW saw an overall increase in the average number of meters not read within 6 months and therefore saw diminished performance relative to this metric in 2022. The company cited ongoing health and safety concerns faced by the City of Philadelphia, staffing constraints due to COVID-19, and the reluctance of customers to grant access to meters inside their homes as contributing factors to its decline in this measurement.

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.²⁹ 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.³⁰ This requirement also

²⁸ 52 Pa. Code § 62.33(b)(3)(i), § 56.12(4)(ii)

²⁹ 52 Pa. Code § 56.12(4)(iii)

³⁰ 52 Pa. Code § 54.153(b)(3)(ii)

applies to NGDCs.³¹ The following tables present the statistics the EDCs and NGDCs submitted to the Commission for this measure.

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

Company	2019		2020		2021		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Duquesne	3	0.00%	1	0.00%	0	0%	2	0.00%
Met-Ed	0	0%	0	0%	0	0%	0	0%
PECO	1	0.00%	15	0.00%	44	0.01%	24	0%
Penelec	0	0%	0	0%	0	0%	0	0%
Penn Power	0	0%	0	0%	0	0%	0	0%
PPL	8	0.00%	0	0%	0	0%	0	0%
UGI-Electric	1	0.00%	0	0%	0	0%	0	0%
West Penn	0	0%	0	0%	0	0%	0	0%
Average	2	0.00%	2	0.00%	6	0.00%	3	0.00%

With the exception of Duquesne, all EDCs maintained or improved their performance in 2022 compared to 2021.

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

Company	2019		2020		2021		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Columbia	1	0.00%	3	0.00%	8	0.00%	2	0
NFG	155	0.11%	1,418	1.06%	6,657	5.17%	2,094	1.72%
PECO (Gas)	1	0.00%	0	0%	0	0%	1	0
Peoples*	42	0.01%	103	0.02%	71	0.02%	11	0
PGW	5	0.00%	9	0.00%	11	0.00%	40	0.01%
UGI-Gas**	22	0.01%	18	0.00%	43	0.01%	30	0.01%
Average	38	0.02%	259	0.18%	1,132	0.87%	363	0.29%

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitale. The 2019 number and percent for Peoples-Equitale were 0 and 0%, respectively.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 number and percent for UGI Penn Natural were 10 and 0.01%, respectively.

³¹ 52 Pa. Code § 62.33(b)(3)(ii)

With the exception of PGW and PECO (Gas), all NGDCs in 2022 reported improvements in this performance metric over 2021. As explained previously, PGW noted several factors contributed to its decline in this performance measurement.

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.³² 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 56.³³ 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 years 2019 – 2022.³⁴

In 2022, NFG reported a 12-month cumulative average of 64 or 14% 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.³⁵ 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 regulations³⁶ 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.³⁷ The following two tables present this information as reported by the companies.

³² 52 Pa. Code § 56.12(5)(i)

³³ 52 Pa. Code § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii)

³⁴ As required by 52 Pa. Code § 56.12(5)(i)

³⁵ 52 Pa. Code § 56.151(5)

³⁶ 52 Pa. Code § 56.151(5)

³⁷ 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	2022
Duquesne*	22	1	7	5
Met-Ed	0	0	0	0
PECO	0	52	5	0
Penelec	0	0	0	0
Penn Power	0	0	0	0
PPL	8	6	8	7
UGI-Electric	11	37	0	0
West Penn	0	0	0	0
Total	41	96	20	12

* Duquesne Light previously reported data for 2020 and 2021, which was amended by the company through a separate filing to the Commission on Feb. 20, 2023.

All EDCs in 2022 either maintained or improved their performance relative to this measurement in 2021.

Duquesne identified an error in how the company was reporting the responses to dispute information required by 52 Pa. Code § 54.153(b)(4). The company inadvertently provided data that reflected responses to informal and formal complaints instead of data solely reflecting disputes made through the utility’s contact center. Amended data for 2020 and 2021 was filed with the Commission on Feb. 20, 2023. The revised data replaced the previously filed data. In 2020 and 2021, Duquesne Light reported zero disputes, which has now been corrected in the above table.

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

Company	2019	2020	2021	2022
Columbia	2	0	0	0
NFG	5	4	5	1
Peoples*	0	0	0	0
PGW	153	1	0	0
UGI-Gas**	53	156	1	1
Total	213	161	6	2

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitale. The 2019 number for Peoples-Equitale was 0.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 number for UGI Penn Natural was 38.

In 2022, all NGDCs maintained or improved their performance concerning this measurement over 2021.

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.³⁸ 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.³⁹

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 - 2022 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 2022 surveys, while Appendix A and B present a comparison of results from the past four years, with Appendix A providing additional details of the EDC survey results and Appendix B providing survey results of the NGDCs from the past four years. Both Appendix A and B provide information about the number and type of consumers who participated in the 2022 surveys, as well as the average number of residential customers each EDC and NGDC served.

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

³⁹ 52 Pa. Code § 54.154(5) and § 62.34(5)

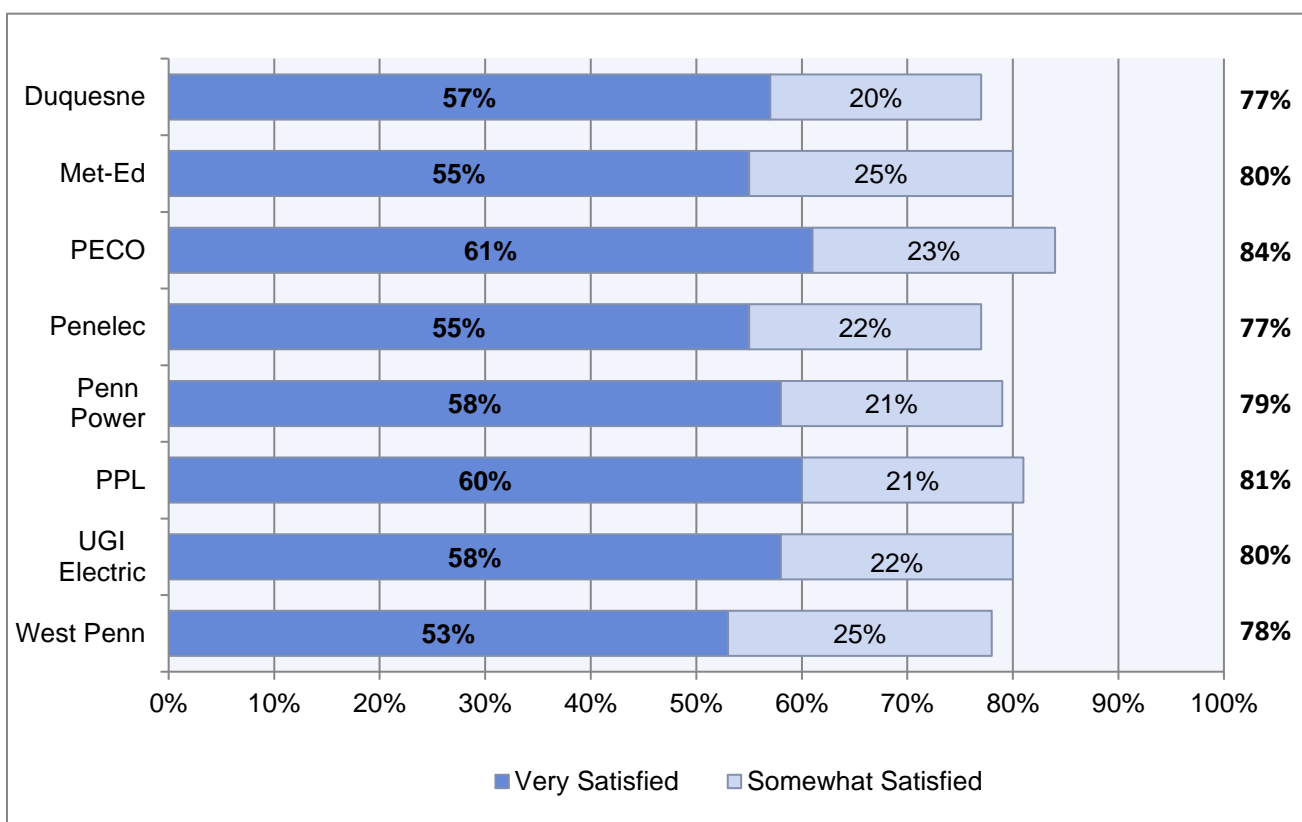
In 2022, at the direction of the major EDCs and NGDCs, the survey firm conducted a test to understand whether changes in the sequencing of certain customer survey questions would have an overall impact on survey results. More specifically, the utilities wanted to determine if placing the Overall Satisfaction question at the beginning of the survey versus at the end of the survey would have any measurable impact on how the customer answered the question. To perform this test, the research firm completed the standard 700 surveys; however, 350 survey participants were asked the Overall Satisfaction question at the beginning of the survey and 350 survey participants were asked the question at the end of the survey. At the conclusion of the test, the research firm found that moving the Overall Satisfaction question to the beginning of the survey rendered different survey results than if the question was asked at the end of the survey. In particular, the research firm found that customers were more likely to provide a less than favorable review of the utility’s performance if the Overall Satisfaction question was posed at the beginning of the survey.

Based on the conclusion of the test, the research firm presented its findings to the utilities, with a recommendation to not change the sequence of the overall satisfaction question in the survey; thereby keeping the question at the end of the survey. The utilities concurred with the recommendation of the research firm. For purposes of this report, all customer survey data summarized includes only those responses where the overall satisfaction question was asked at the end of the survey. Research America ensures the number of surveys still represents a statistically valid sampling, which maintains the integrity of the data and allows for readers to make a fair comparison of 2022 survey results with the results of prior reporting years.

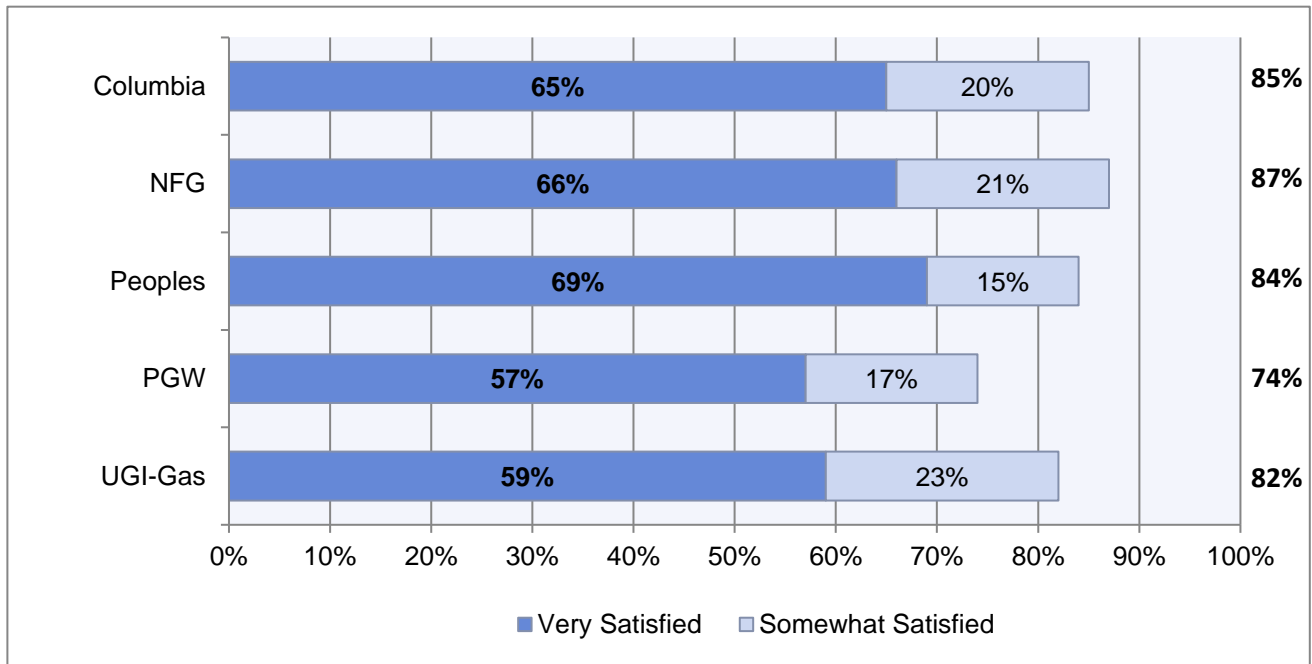
A. Reaching the Company

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 2022, 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 80%, which was down from 85% in 2021. 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 82%, down from 89% in 2021. Past survey results are available in the appendices.

Percent of Customers Indicating Satisfaction with Ease of Reaching EDC 2022



Percent of Customers Indicating Satisfaction with Ease of Reaching NGDC 2022

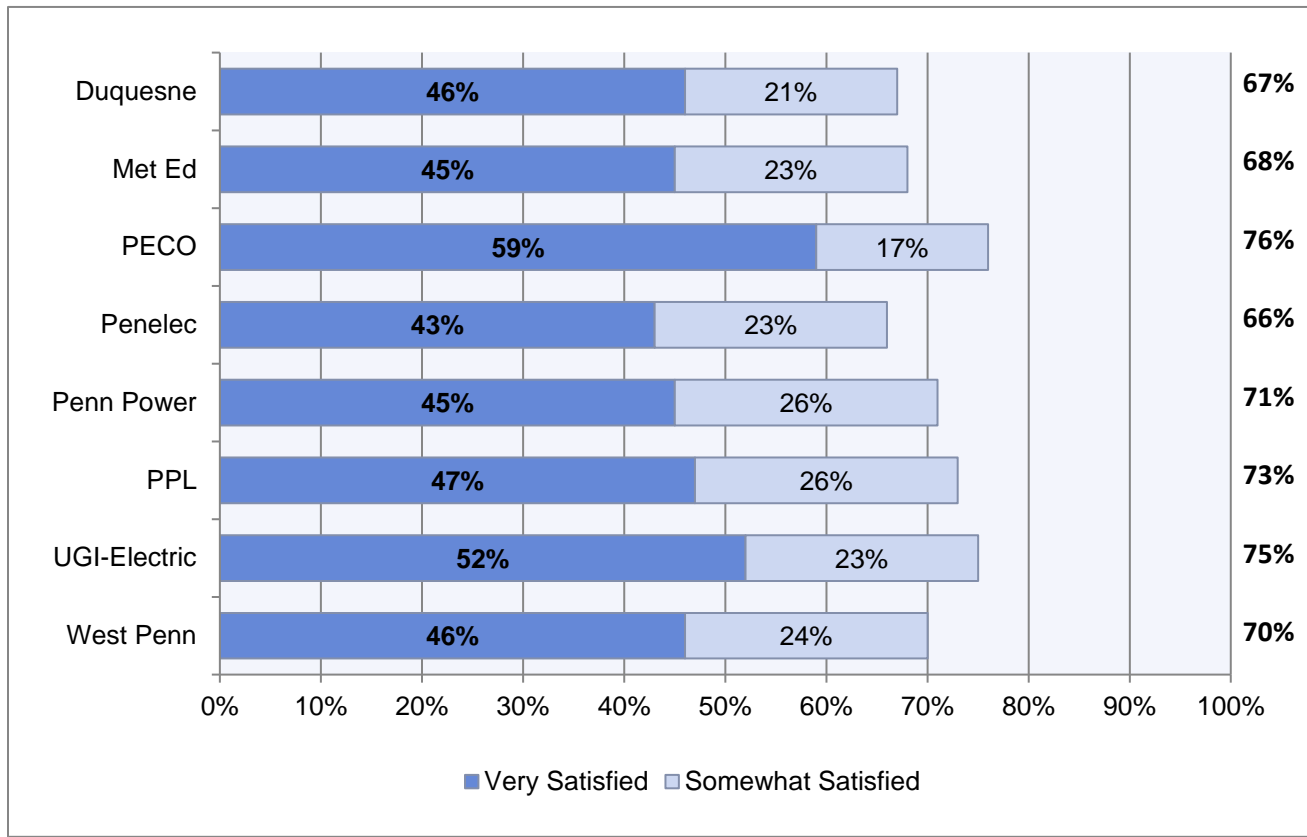


B. Automated Phone Systems

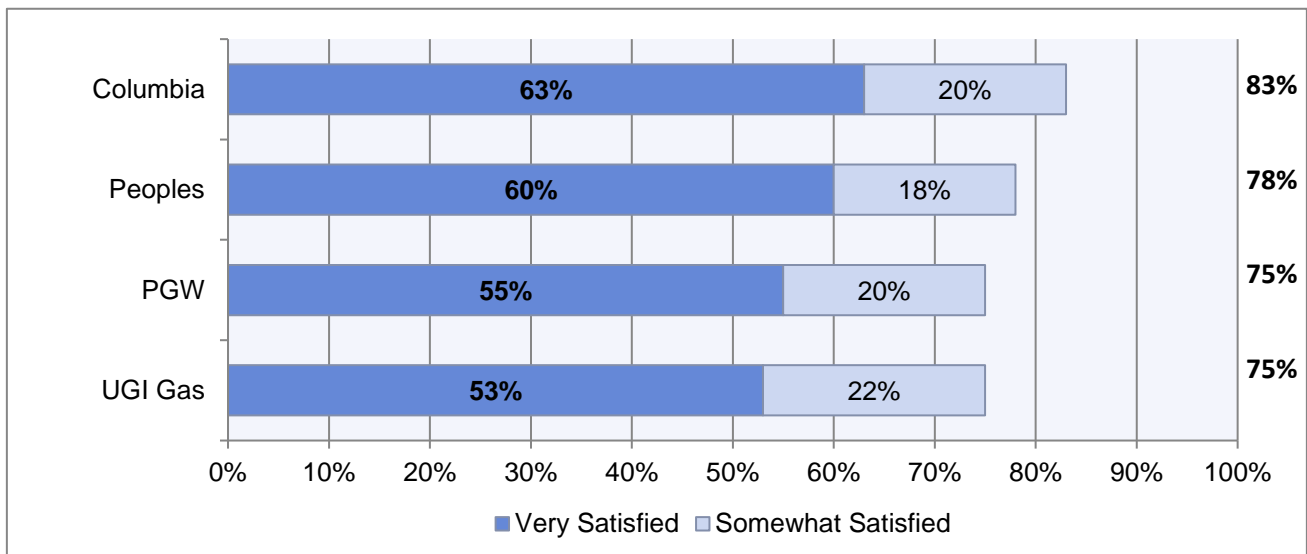
Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and NGDCs but one⁴⁰ use an automated telephone system to filter calls and save time and money on consumer calls. The surveys ask consumers questions about their experience using the automated systems. On average, 71% of EDC consumers reported being either “very satisfied” or “somewhat satisfied” with the EDCs’ automated phone system, which was down from 76% in 2021. For the major NGDCs, an average of 78% of NGDC consumers reported satisfaction with using the automated systems, which was down from 84% in 2021. 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.

⁴⁰ NFG does not use an automated telephone system at its call center.

Percent of Customers Indicating Satisfaction with Using EDC's Automated Phone System 2022



Percent of Customers Indicating Satisfaction with Using NGDC's Automated Phone System 2022



C. Company Representatives

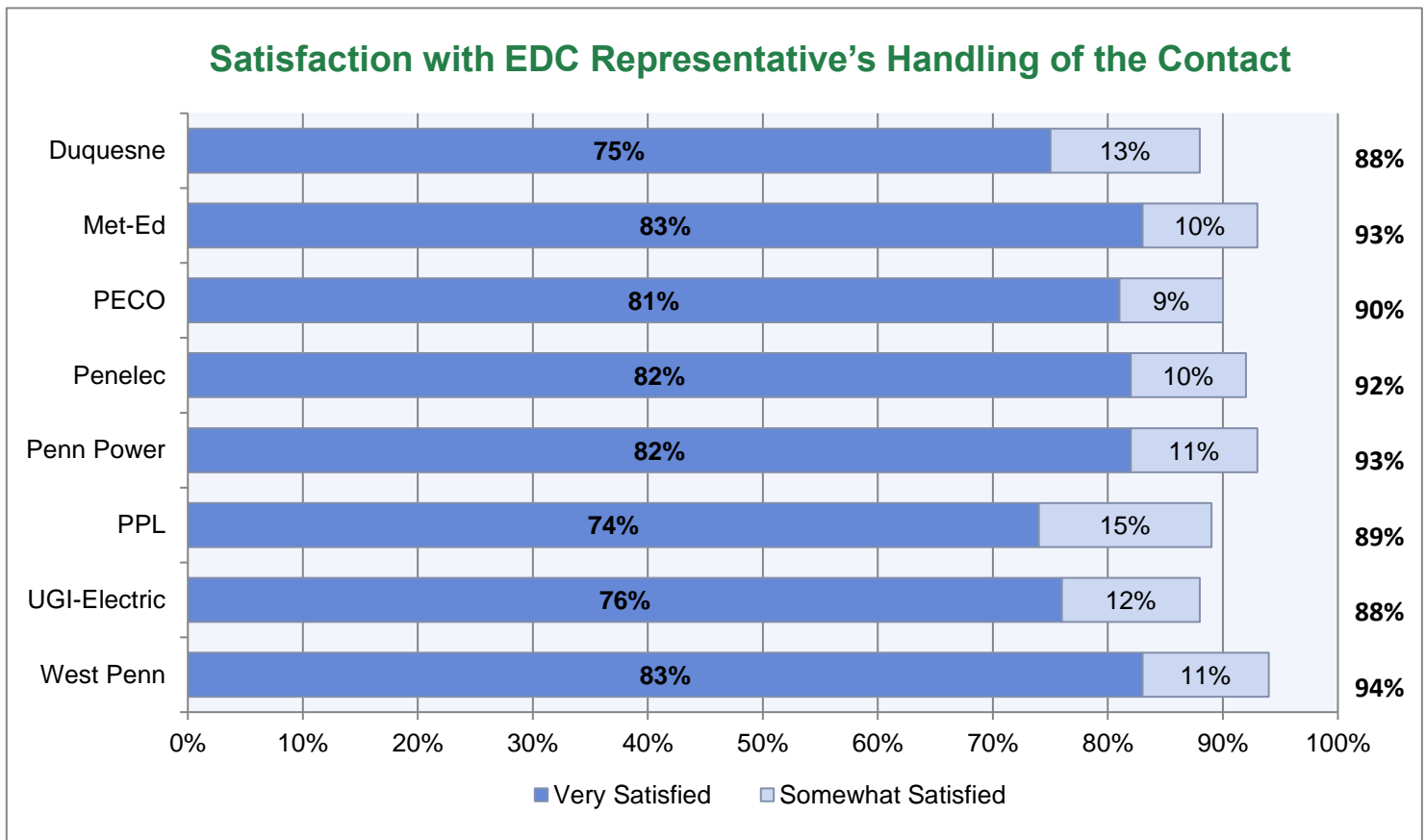
Consumers who indicated that they had spoken with a company representative were asked specifically how satisfied they were with that interaction. A consumer’s overall rating of satisfaction with the company representative’s handling of the contact may be influenced by several factors, including the courtesy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

In 2022, on average, 91% 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 2021, when 92% of EDC consumers expressed similar satisfaction. Also, in 2022, on average, 94% 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 somewhat consistent among the ratings of EDC customers provided in 2021, when 96% of EDC customers expressed similar remarks about the courtesy of the company’s call center representative. Lastly, on average, 90% of EDC customers rated the company representative as “very knowledgeable” or “somewhat knowledgeable,” which was down from 93% in 2021.

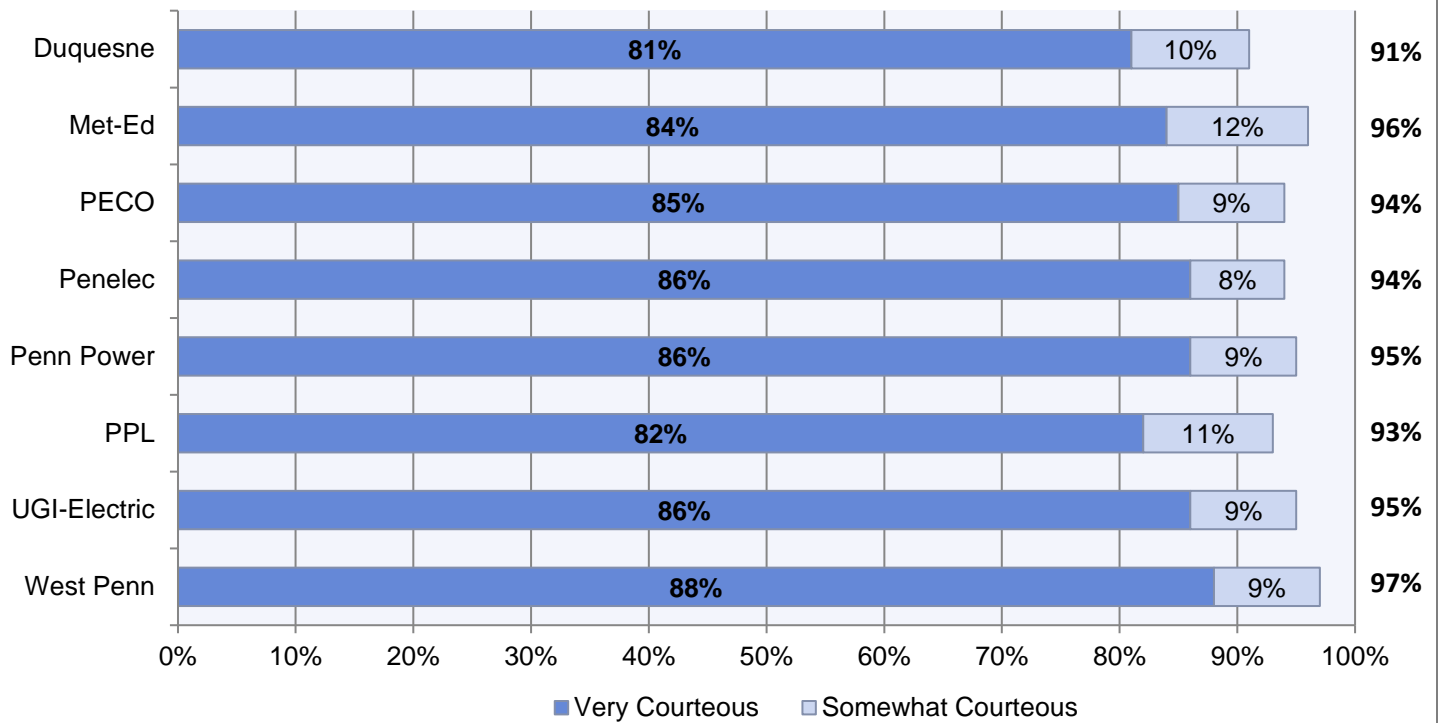
In 2022, on average, 92% of NGDC consumers indicated they were either “somewhat satisfied” or “very satisfied” with the way the company representative handled the interaction, which remained relatively stable from marks of 93% in 2021. Also in 2022, on average, 95% of consumers rated NGDC representatives as either “very courteous” or “somewhat courteous”, which remained steady from the consumer ratings in 2021. In addition, on average, 92% of NGDC consumers rated company representatives as either “very knowledgeable” or “somewhat knowledgeable”, which was down slightly from a rating of 93% achieved in 2021.

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.

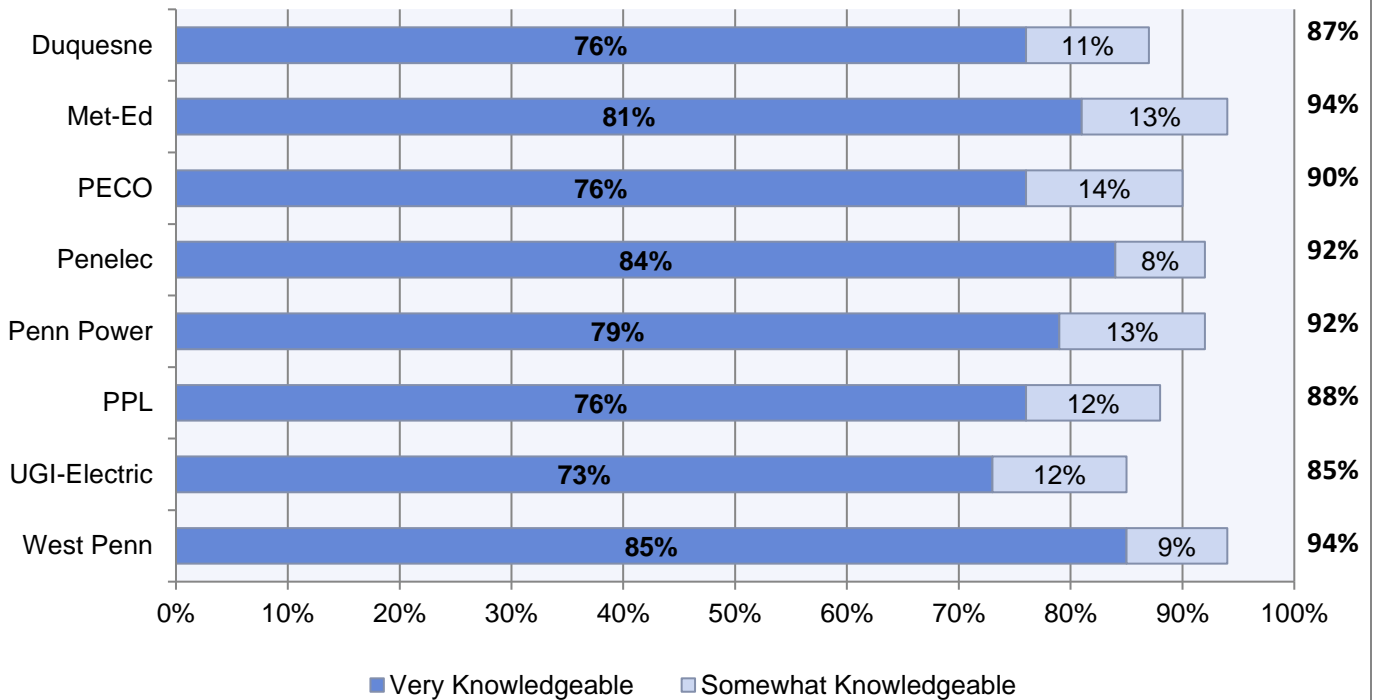
Consumer Ratings of EDC Representatives 2022



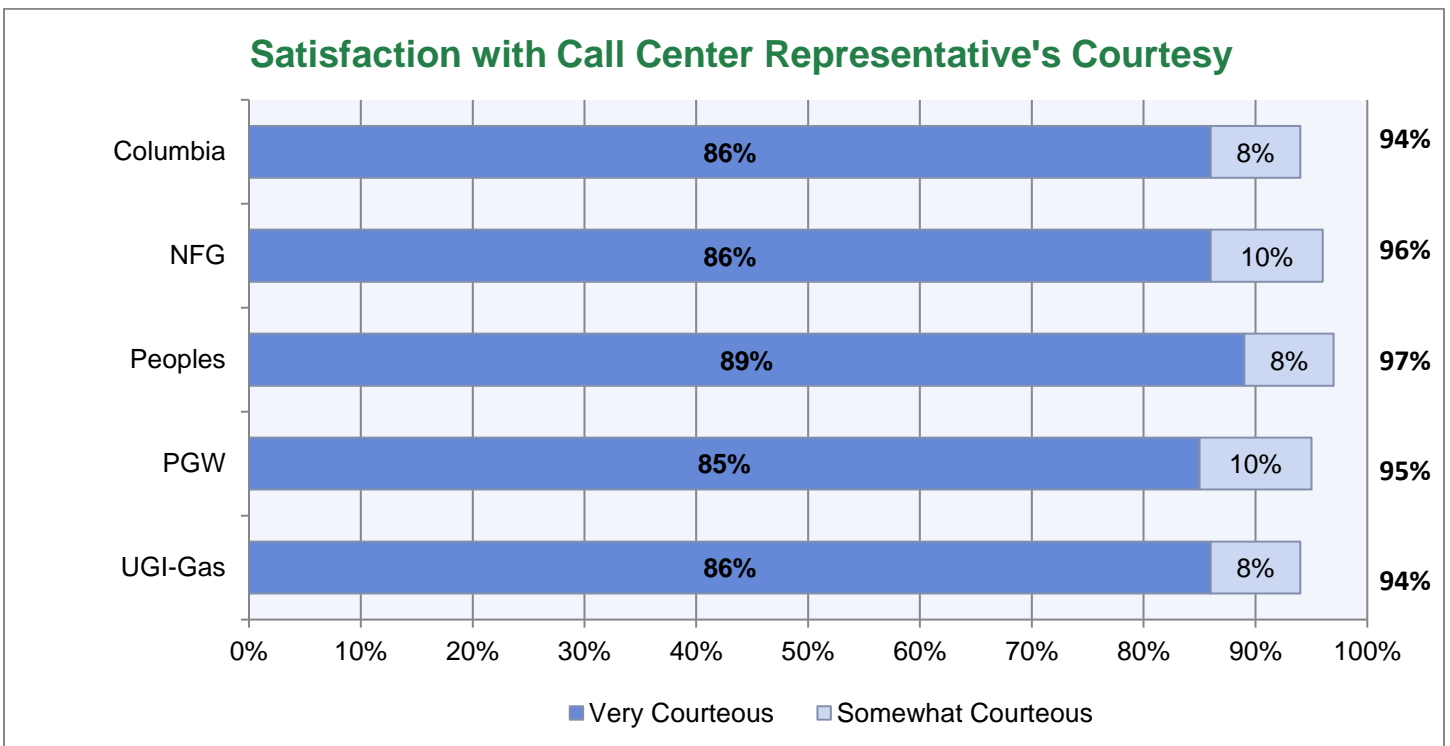
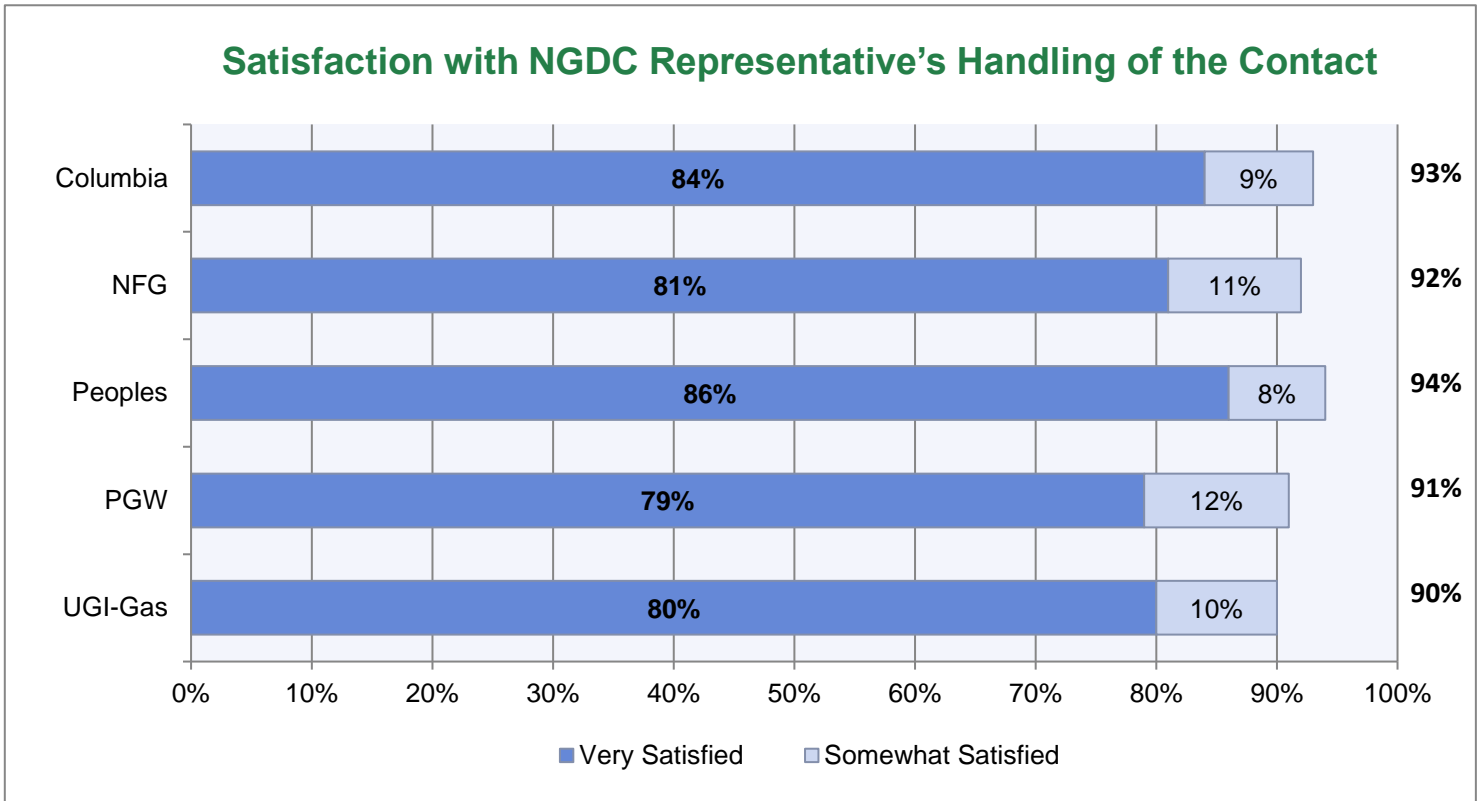
Satisfaction With Call Center Representative's Courtesy

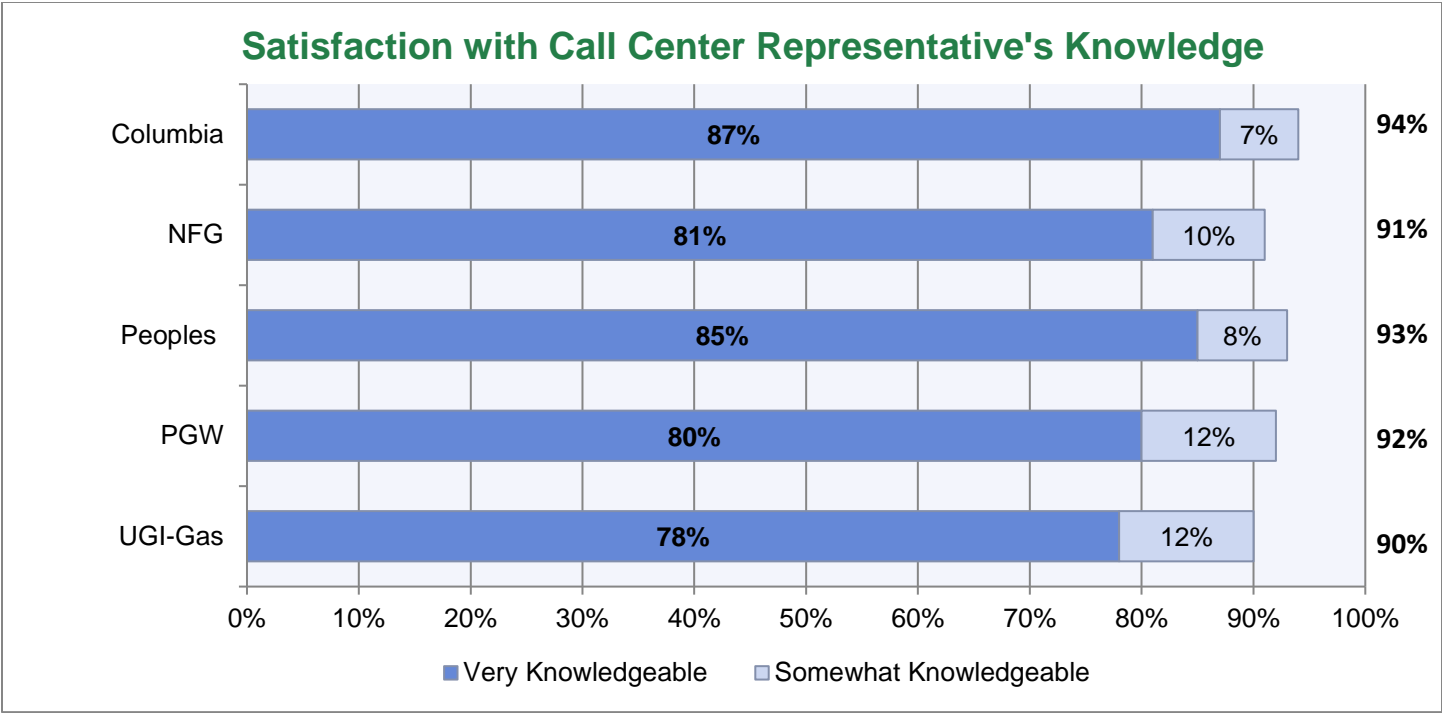


Satisfaction with Call Center Representative's Knowledge



Consumer Ratings of NGDC Representatives 2022



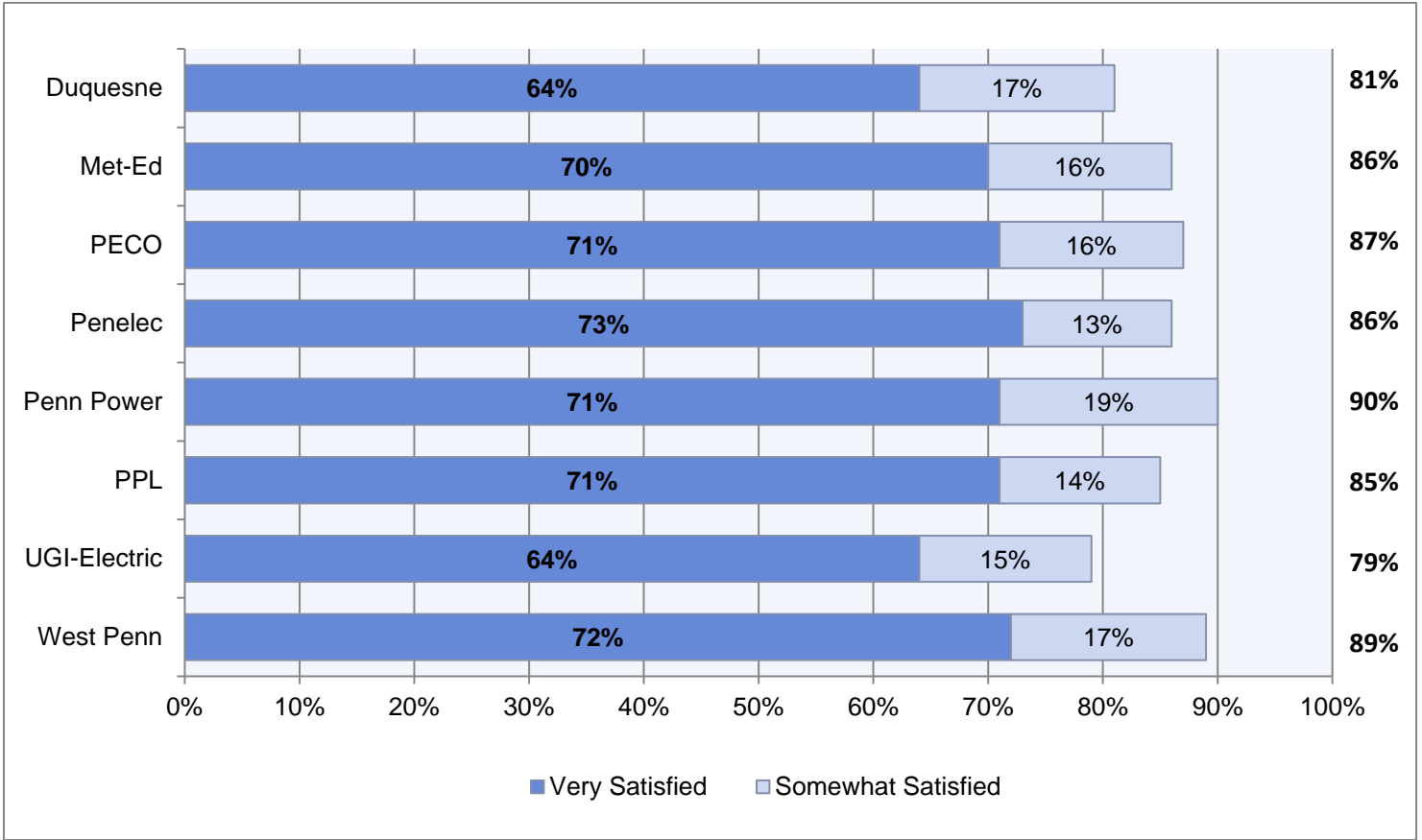


D. Overall Satisfaction

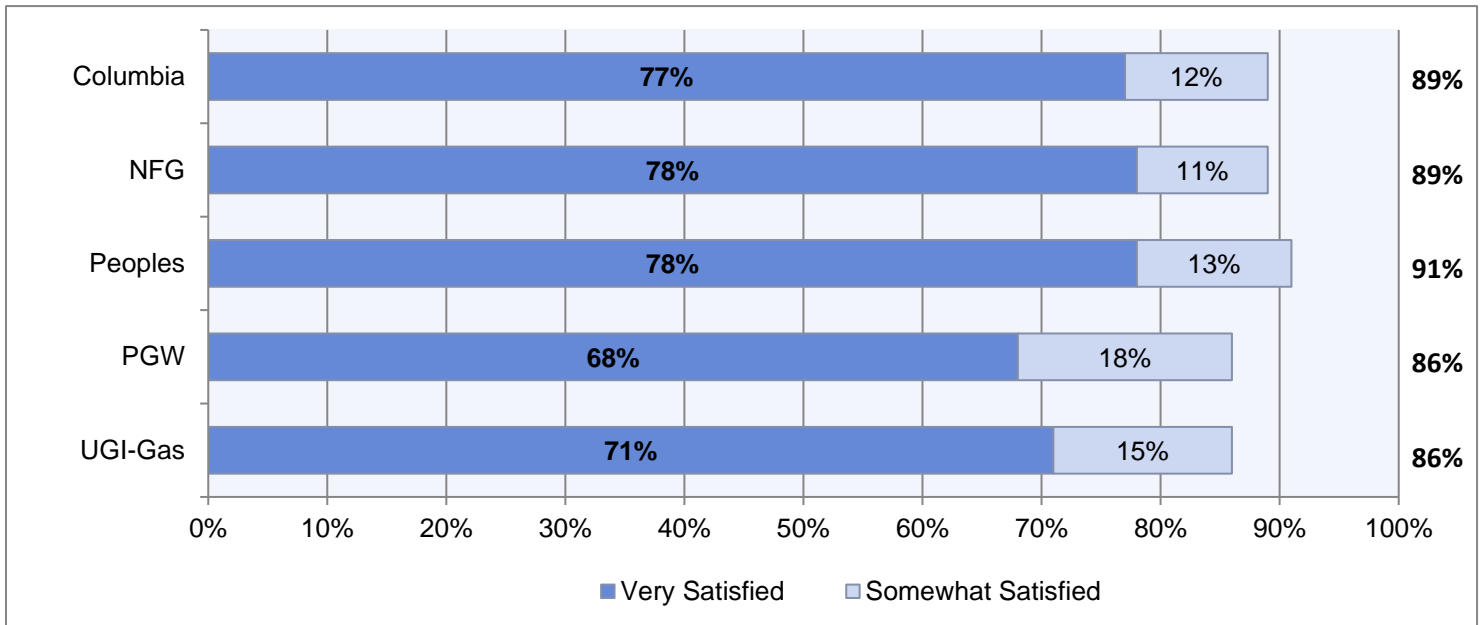
Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company’s automated telephone system; the wait time to speak to a company representative; 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 2022 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 2022, the EDC industry average showed that 85% of consumers were “satisfied” and 62% were “very satisfied” with the overall quality of service they received from their EDCs. These figures contrast from the results in 2021, when 88% of consumers were “satisfied” and 75% were “very satisfied”. In 2022, the industry average for overall satisfaction with NGDC customer contacts was 88% with 74% being “very satisfied.” These figures were down from 2021 levels, where 90% of NGDC customers were “satisfied” and 79% were “very satisfied.” Additional information is available in the appendices.

**Percent of Customers Satisfied with EDC's Overall Quality of Service
During Recent Contact 2022**



**Percent of Customers Satisfied with NGDC's Overall Quality of Service
During Recent Contact 2022**



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 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, higher than normal call volumes, staffing shortages, and the lingering 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 show customers are generally satisfied with the service they receive from their EDCs and NGDCs. Comparing overall satisfaction among the last four reporting periods, 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 2019-2022

Company	Satisfaction with Ease of Reaching the Company*				Satisfaction with Using EDC's Automated Phone System*			
	2019	2020	2021	2022	2019	2020	2021	2022
Duquesne	85%	88%	80%	77%	78%	80%	79%	67%
Met-Ed	83%	87%	85%	80%	72%	74%	77%	68%
PECO	85%	85%	89%	84%	83%	83%	82%	76%
Penelec	79%	87%	84%	77%	70%	77%	69%	66%
Penn Power	84%	89%	86%	79%	75%	79%	73%	71%
PPL	88%	88%	84%	81%	79%	78%	75%	73%
UGI-Electric	87%	92%	88%	80%	80%	86%	81%	75%
West Penn	83%	87%	85%	78%	72%	74%	73%	70%
Average	84%	88%	85%	80%	76%	79%	76%	71%

*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 2019-2022

Company	Satisfaction with EDC Representative's Handling of Contact*			
	2019	2020	2021	2022
Duquesne	89%	92%	89%	88%
Met-Ed	89%	93%	92%	93%
PECO	89%	90%	91%	90%
Penelec	90%	94%	93%	92%
Penn Power	90%	92%	94%	93%
PPL	90%	90%	90%	89%
UGI-Electric	90%	92%	92%	88%
West Penn	86%	92%	93%	94%
Average	89%	92%	92%	91%

*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 2019-2022

Company	Credit/Collection				Other*				Overall			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Duquesne	90%	89%	90%	81%	85%	90%	84%	80%	86%	89%	85%	81%
Met-Ed	88%	91%	89%	87%	84%	89%	89%	85%	85%	89%	89%	86%
PECO	92%	91%	93%	82%	89%	85%	87%	89%	90%	87%	87%	87%
Penelec	83%	92%	87%	88%	86%	91%	90%	85%	85%	91%	90%	86%
Penn Power	89%	91%	89%	91%	87%	90%	90%	89%	87%	90%	90%	90%
PPL	92%	87%	90%	89%	89%	88%	86%	82%	91%	88%	86%	85%
UGI-Electric	91%	93%	92%	87%	87%	89%	87%	77%	88%	89%	87%	79%
West Penn	86%	87%	84%	92%	87%	90%	91%	88%	86%	89%	91%	89%
Average	89%	90%	89%	87%	87%	89%	88%	84%	87%	89%	88%	85%

*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 2019-2022

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	2022	2019	2020	2021	2022	2019	2020	2021	2022
Duquesne	78%	81%	80%	72%	74%	80%	79%	65%	79%	86%	74%	71%
Met-Ed	74%	73%	76%	70%	71%	75%	77%	69%	76%	82%	79%	75%
PECO	81%	83%	82%	79%	81%	80%	81%	75%	82%	86%	83%	81%
Penelec	68%	75%	68%	78%	70%	77%	73%	67%	71%	81%	75%	69%
Penn Power	74%	79%	73%	72%	73%	79%	73%	70%	78%	85%	77%	74%
PPL	79%	80%	76%	74%	76%	78%	76%	72%	85%	81%	78%	70%
UGI-Electric	81%	85%	83%	76%	80%	84%	82%	72%	83%	88%	85%	74%
West Penn	74%	75%	78%	69%	73%	74%	72%	69%	75%	80%	80%	73%
Average	76%	79%	77%	74%	75%	78%	77%	70%	79%	84%	79%	73%

*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 2019-2022

Company	Call Center Representative's Courtesy*				Call Center Representative's Knowledge*			
	2019	2020	2021	2022	2019	2020	2021	2022
Duquesne	94%	95%	95%	91%	90%	92%	92%	87%
Met-Ed	93%	95%	95%	96%	90%	93%	92%	94%
PECO	93%	97%	95%	94%	90%	91%	92%	90%
Penelec	94%	96%	96%	94%	91%	95%	93%	92%
Penn Power	92%	96%	96%	95%	90%	93%	95%	92%
PPL	96%	96%	95%	93%	91%	89%	92%	88%
UGI-Electric	94%	96%	96%	95%	91%	93%	91%	85%
West Penn	92%	95%	96%	97%	89%	93%	94%	94%
Average	94%	96%	96%	94%	90%	92%	93%	90%

*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 2019-2022

Company	Overall Satisfaction with the Way Premises Visit Handled*				Satisfaction that Work Completed Promptly*				Field Rep's Courtesy**			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Duquesne	90%	70%	84%	76%	72%	64%	68%	69%	100%	92%	90%	100%
Met-Ed	83%	80%	72%	81%	75%	70%	67%	62%	100%	91%	77%	100%
PECO	84%	79%	83%	87%	76%	67%	69%	73%	96%	91%	97%	96%
Penelec	81%	87%	90%	72%	84%	79%	85%	82%	85%	100%	100%	100%
Penn Power	89%	84%	80%	77%	86%	90%	84%	75%	100%	100%	100%	100%
PPL	87%	84%	87%	91%	82%	74%	79%	81%	90%	96%	93%	100%
UGI-Electric	77%	76%	84%	76%	74%	71%	67%	74%	69%	100%	86%	89%
West Penn	68%	85%	88%	85%	77%	78%	79%	84%	57%	100%	100%	86%
Average	82%	81%	84%	81%	78%	74%	75%	75%	87%	96%	93%	96%

*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 2019-2022

Company	Field Rep's Knowledge*				Field Rep's Respect for Property*				Satisfaction that Work Completed in a Timely Manner**			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Duquesne	100%	92%	85%	100%	86%	74%	78%	78%	70%	85%	81%	100%
Met-Ed	94%	91%	77%	100%	86%	77%	70%	81%	80%	87%	86%	85%
PECO	80%	89%	94%	100%	92%	84%	89%	90%	83%	90%	79%	93%
Penelec	93%	100%	100%	100%	76%	87%	72%	76%	89%	91%	94%	72%
Penn Power	95%	100%	90%	89%	89%	82%	83%	73%	89%	96%	87%	95%
PPL	91%	93%	90%	100%	82%	82%	91%	97%	83%	87%	85%	91%
UGI-Electric	69%	91%	77%	81%	71%	76%	83%	72%	91%	93%	76%	81%
West Penn	71%	100%	100%	86%	75%	90%	87%	77%	86%	89%	90%	92%
Average	87%	95%	89%	95%	82%	82%	82%	81%	84%	90%	85%	89%

*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 2022 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	360	83%	17%	72%	92%	5%
Met-Ed	367	95%	5%	74%	95%	4%
PECO	363	91%	9%	69%	89%	10%
Penelec	374	97%	3%	74%	94%	6%
Penn Power	362	96%	4%	73%	95%	7%
PPL	374	96%	2%	61%	70%	9%
UGI-Electric	350	90%	8%	67%	95%	18%
West Penn	369	96%	4%	71%	93%	4%
Average	365	93%	7%	70%	90%	8%

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%
Average	17%	40%	9%	19%	6%	9%

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%
Average	14%	34%	10%	26%	6%	11%

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%	N/A	8%
West Penn	11%	28%	5%	40%	2%	15%
Average	15%	35%	9%	26%	5%	11%

Table 7D
2022 EDC Survey Participants Reason for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	28%	40%	5%	14%	4%	10%
Met-Ed	14%	25%	3%	43%	4%	11%
PECO	22%	37%	12%	17%	2%	10%
Penelec	14%	29%	3%	40%	2%	12%
Penn Power	15%	24%	4%	44%	2%	11%
PPL	11%	29%	36%	3%	13%	9%
UGI-Electric	22%	51%	11%	9%	N/A	6%
West Penn	14%	28%	5%	34%	5%	14%
Average	18%	33%	10%	26%	5%	10%

Table 8
12-Month Average Number of EDC Residential Customers 2022

Company	Average Number of Residential Customers*
Duquesne	545,897
Met-Ed	515,226
PECO	1,538,908
Penelec	501,009
Penn Power	148,927
PPL	1,256,135
UGI-Electric	55,122
West Penn	631,990
Total	5,193,214

*The number of residential customers for the electric, gas and water utilities is a 12-month average drawn from reports required by Chapter 56 at § 56.231(a)(1)(2).

Appendix B

Table 1A
NGDC Survey Results 2019-2022

Company	Satisfaction with Ease of Reaching the Company**				Satisfaction with Using NGDC's Automated Phone System**			
	2019	2020	2021	2022	2019	2020	2021	2022
Columbia	92%	93%	86%	85%	81%	86%	84%	83%
NFG	92%	93%	91%	87%	N/A	N/A	N/A	N/A
Peoples**	90%	92%	90%	84%	87%	85%	82%	78%
PGW	89%	92%	88%	74%	82%	90%	83%	75%
UGI-Gas***	91%	92%	91%	82%	86%	88%	85%	75%
Average	91%	92%	89%	82%	84%	87%	84%	78%

*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.

**Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitale. The 2019 ratings for Peoples-Equitale were 89% and 82%.

***Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 ratings for UGI Penn Natural were 89% and 82%.

Table 1B
NGDC Survey Results 2019-2022

Company	Satisfaction with NGDC Representative's Handling of Contact*			
	2019	2020	2021	2022
Columbia	95%	94%	93%	93%
NFG	92%	94%	94%	92%
Peoples**	96%	94%	93%	94%
PGW	90%	94%	92%	91%
UGI-Gas***	92%	94%	93%	90%
Average	93%	94%	93%	92%

*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.

**Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitale. The 2019 rating for Peoples-Equitale was 94%.

***Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 rating for UGI Penn Natural was 93%.

Table 2
Overall Satisfaction with NGDC Contact: Credit/Collection v. Other Calls 2019-2022

Company	Credit/Collection				Other*				Overall			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Columbia	92%	95%	92%	90%	95%	95%	87%	89%	95%	95%	89%	89%
NFG	91%	91%	91%	88%	90%	93%	93%	89%	90%	93%	92%	89%
Peoples**	94%	96%	91%	89%	93%	94%	89%	91%	93%	95%	90%	91%
PGW	94%	92%	93%	88%	90%	91%	87%	91%	92%	91%	89%	86%
UGI-Gas***	91%	92%	91%	93%	91%	93%	89%	87%	91%	92%	90%	86%
Average	92%	93%	92%	90%	92%	93%	89%	89%	92%	93%	90%	88%

*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.

**Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 ratings for Peoples-Equitable were 89%, 90% and 91%.

***Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 ratings for UGI Penn Natural were 90%, 90% and 90%.

Table 3
Contacting an NGDC 2019-2022

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	2022	2019	2020	2021	2022	2019	2020	2021	2022
Columbia	81%	85%	82%	76%	80%	86%	83%	80%	86%	87%	83%	81%
NFG	N/A	N/A	N/A	N/A	N/A	N/A	NA	N/A	90%	93%	90%	86%
Peoples***	84%	84%	78%	76%	85%	83%	81%	76%	88%	86%	84%	78%
PGW	80%	87%	82%	75%	82%	89%	81%	75%	86%	92%	82%	73%
UGI-Gas****	83%	88%	81%	76%	83%	85%	81%	72%	89%	88%	86%	75%
Average	82%	86%	81%	76%	83%	86%	82%	76%	88%	89%	85%	79%

*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.

***Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 ratings for Peoples-Equitable were 78%, 80% and 82%.

****Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 ratings for UGI Penn Natural were 82%, 82% and 86%.

Table 4
Consumer Ratings of NGDC Representatives 2019-2022

Company	Call Center Representative's Courtesy*				Call Center Representative's Knowledge*			
	2019	2020	2021	2022	2019	2020	2021	2022
Columbia	97%	97%	96%	99%	97%	95%	94%	94%
NFG	96%	97%	95%	96%	93%	96%	94%	91%
Peoples**	96%	97%	94%	97%	96%	94%	93%	93%
PGW	94%	96%	94%	95%	93%	94%	93%	92%
UGI-Gas***	94%	97%	95%	94%	92%	95%	93%	90%
Average	95%	97%	95%	96%	94%	95%	93%	92%

*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.

**Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 ratings for Peoples-Equitable were 94% and 94%.

***Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 ratings for UGI Penn Natural were 95% and 94%.

Table 5A
Premises Visit from an NGDC Field Representative 2019-2022

Company	Overall Satisfaction with the Way Premises Visit Handled*				Satisfaction that Work Completed Promptly*				Field Rep's Courtesy**			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Columbia	93%	94%	91%	87%	89%	91%	84%	90%	99%	95%	95%	92%
NFG	85%	92%	88%	87%	87%	89%	89%	85%	95%	100%	97%	90%
Peoples***	90%	93%	89%	96%	91%	91%	82%	86%	97%	95%	96%	100%
PGW	91%	91%	90%	95%	87%	90%	85%	85%	95%	94%	97%	96%
UGI-Gas****	89%	87%	95%	82%	86%	83%	87%	86%	97%	99%	97%	98%
Average	90%	91%	91%	89%	88%	89%	85%	86%	97%	97%	96%	95%

*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.

***Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 ratings for Peoples-Equitable were 84%, 84% and 96%.

****Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 ratings for UGI Penn Natural were 85%, 83% and 97%.

Table 5B
Premises Visit from an NGDC Field Representative 2019-2022

Company	Field Rep's Knowledge*				Field Rep's Respect for Property*				Satisfaction that Work Completed in a Timely Manner**			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
Columbia	95%	95%	92%	92%	93%	95%	91%	87%	93%	96%	92%	90%
NFG	91%	97%	95%	83%	86%	91%	90%	95%	86%	94%	93%	87%
Peoples***	98%	95%	97%	97%	87%	90%	89%	94%	92%	93%	83%	92%
PGW	95%	94%	94%	98%	89%	93%	93%	93%	91%	95%	96%	89%
UGI-Gas****	95%	94%	96%	91%	91%	86%	96%	86%	89%	97%	91%	89%
Average	95%	95%	95%	92%	89%	91%	92%	91%	90%	95%	91%	89%

*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.

***Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 ratings for Peoples-Equitable were 92%, 86% and 86%.

****Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 ratings for UGI Penn Natural were 97%, 91% and 93%.

Table 6
Characteristics of 2022 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	361	95%	3%	73%	77%	11%
NFG	374	97%	3%	N/A	96%	16%
Peoples	364	95%	5%	66%	91%	13%
PGW	357	89%	9%	71%	92%	15%
UGI-Gas	371	89%	8%	69%	95%	24%
Average	365	93%	6%	70%	90%	16%

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%
NFG	22%	52%	3%	14%	N/A	8%
Peoples*	20%	37%	2%	28%	2%	12%
PGW	30%	44%	4%	16%	1%	6%
UGI-Gas**	18%	36%	5%	32%	1%	9%
Average	21%	44%	4%	21%	1%	9%

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the Peoples data from 2020 forward includes Peoples-Equitable. The 2019 ratings for Peoples-Equitable were 19%, 37%, 1%, 32%, 1% and 10%.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the UGI-Gas data from 2020 forward includes UGI Central Penn and UGI Penn Natural. The 2019 ratings for UGI Penn Natural were 17%, 47%, 3%, 21%, 1% and 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%
NFG	16%	51%	3%	21%	1%	9%
Peoples	20%	39%	2%	26%	2%	11%
PGW	18%	44%	7%	21%	1%	9%
UGI-Gas	16%	46%	5%	22%	2%	9%
Average	17%	47%	5%	21%	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%
NFG	23%	50%	3%	17%	1%	7%
Peoples	22%	41%	3%	24%	1%	9%
PGW	26%	43%	5%	18%	N/A	8%
UGI-Gas	20%	44%	7%	21%	1%	7%
Average	22%	46%	5%	19%	1%	7%

Table 7D
2022 NGDC Survey Participants Reasons for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	19%	61%	4%	11%	N/A	4%
NFG	19%	49%	2%	18%	1%	10%
Peoples	24%	44%	5%	20%	N/A	7%
PGW	24%	38%	7%	24%	N/A	8%
UGI-Gas	19%	44%	8%	20%	1%	8%
Average	21%	47%	5%	19%	1%	7%

Table 8
12-Month Average Number of NGDC Residential Customers 2022

Company	Average Number of Residential Customers*
Columbia	409,611
NFG	196,742
Peoples	594,250
PGW	487,335
UGI-Gas	618,589
Total	2,306,527

*The number of residential customers for the electric, gas and water utilities is a 12-month average drawn from reports required by Chapter 56 at § 56.231(a)(1)(2).



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