

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 10/18/2023 2022 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg	Not on Agreement # Overdue Customers 12-Month Avg	Not on Agreement Overdue Percent
Duquesne	\$ 688,141,228	\$ 16,619,579	2.42%	\$ 5,069,330	\$ 11,550,249	1.68%	30.50%	46,589	499,308	545,897	55,521	10.17%
Met Ed	\$ 731,079,749	\$ 14,650,554	2.00%	\$ 1,828,766	\$ 12,821,788	1.75%	12.48%	150,582	364,644	515,226	53,429	10.37%
PECO	\$ 2,954,041,551	\$ 38,151,800	1.29%	\$ 9,227,709	\$ 28,924,091	0.98%	24.19%	624,297	914,611	1,538,908	239,601	15.57%
Penelec	\$ 636,217,593	\$ 15,056,177	2.37%	\$ 2,460,829	\$ 12,595,348	1.98%	16.34%	91,569	409,440	501,009	53,210	10.62%
Penn Power	\$ 218,958,897	\$ 3,627,804	1.66%	\$ 587,139	\$ 3,040,665	1.39%	16.18%	33,252	115,675	148,927	13,683	9.19%
PPL	\$ 2,443,754,604	\$ 49,258,466	2.02%	\$ 14,207,779	\$ 35,050,687	1.43%	28.84%	480,026	776,109	1,256,135	119,094	9.48%
West Penn Pwr	\$ 783,519,557	\$ 14,287,659	1.82%	\$ 2,518,431	\$ 11,769,228	1.50%	17.63%	160,958	471,032	631,990	59,493	9.41%
ELECTRIC	\$ 8,455,713,179	\$ 151,652,039	1.79%	\$ 35,899,983	\$ 115,752,056	1.37%	23.67%	1,587,273	3,550,819	5,138,092	594,031	11.56%
Columbia	\$ 595,926,018	\$ 11,400,609	1.91%	\$ 4,019,524	\$ 7,381,085	1.24%	35.26%	404,836	4,775	409,611	24,447	5.97%
NFG	\$ 194,858,772	\$ 3,515,466	1.80%	\$ 961,427	\$ 2,554,039	1.31%	27.35%	195,304	1,438	196,742	12,792	6.50%
Peoples	\$ 648,509,452	\$ 10,664,332	1.64%	\$ 791,129	\$ 9,873,203	1.52%	7.42%	591,511	2,739	594,250	78,396	13.19%
PGW	\$ 616,552,330	\$ 40,690,124	6.60%	\$ 5,341,150	\$ 35,348,974	5.73%	13.13%	472,835	14,500	487,335	123,086	25.26%
UGI-Gas	\$ 699,559,163	\$ 19,483,136	2.79%	\$ 3,456,869	\$ 16,026,267	2.29%	17.74%	590,863	27,726	618,589	63,769	10.31%
GAS	\$ 2,755,405,735	\$ 85,753,667	3.11%	\$ 14,570,099	\$ 71,183,568	2.58%	16.99%	2,255,349	51,178	2,306,527	302,490	13.11%
TOTAL	\$ 11,211,118,914	\$ 237,405,706		\$ 50,470,082	\$ 186,935,624			3,842,622	3,601,997	7,444,619	896,521	

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

2022 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg	Not on Agreement # Overdue Customers 12-Month Avg	Not on Agreement Overdue Percent
Aqua	\$ 388,656,054	\$ 3,622,187	0.93%	\$ 1,379,084	\$ 2,243,103	0.58%	38.07%	3,223	409,375	412,598	43,614	10.57%
PAWC	\$ 463,821,113	\$ 6,814,457	1.47%	\$ 542,480	\$ 6,271,977	1.35%	7.96%	111,033	531,743	642,776	88,518	13.77%
Audubon	\$ 1,650,509	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	240	2,455	2,695	103	3.82%
Columbia Water	\$ 4,533,216	\$ 10,446	0.23%	\$ -	\$ 10,446	0.23%	0.00%	0	10,886	10,886	328	3.01%
Community Utilities	\$ 3,672,558	\$ 399,308	10.87%	\$ -	\$ 399,308	10.87%	0.00%	0	2,651	2,651	488	18.41%
Newtown Artesian	\$ 4,069,000	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	0	9,658	9,658	337	3.49%
Veolia Bethel (FKA Suez Bethel)	\$ 765,610	\$ 5,031	0.66%	\$ 1,079	\$ 3,952	0.52%	21.45%	161	2,291	2,452	169	6.89%
Veolia PA (FKA Suez PA)	\$ 34,732,872	\$ 222,168	0.64%	\$ 88,982	\$ 133,186	0.38%	40.05%	821	58,105	58,926	4,349	7.38%
York*	\$ 35,262,167	\$ 454,582	1.29%	\$ 37,776	\$ 416,806	1.18%	8.31%	12,632	54,582	67,214	7,336	10.91%
Other Class A	\$ 84,685,932	\$ 1,091,535	1.29%	\$ 127,837	\$ 963,698	1.14%	11.71%	13,854	140,628	154,482	13,110	8.49%
WATER	\$ 937,163,099	\$ 11,528,179	1.23%	\$ 2,049,401	\$ 9,478,778	1.01%	17.78%	128,110	1,081,746	1,209,856	145,242	12.00%

*York Water started reporting heating customer data in April 2022, so the average is based on April-December 2022.

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PWSA	\$ 128,093,888	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	2,111	97,072	99,183	18,047	18.20%
MUNICIPAL	\$ 128,093,888	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	2,111	97,072	99,183	18,047	18.20%

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 10/18/2023 2022 Company	Not on Agreement Dollars Overdue 12-Month Avg	Not on Agreement Average Arrearage	Not on Agreement Arrearage/Avg Bill Ratio	Agreements # Overdue Customers 12-Month Avg	Agreements Overdue Percent	Agreements Dollars Overdue 12-Month Avg	Agreements Average Arrearage	Agreements Arrearage/Avg Bill Ratio	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue
Duquesne	\$ 10,355,023	\$ 186.51	1.81	12,980	2.38%	\$ 14,426,679	\$ 1,111.45	10.77	58.22%	18.95%	68,501	12.55%	\$ 24,781,702
Met Ed	\$ 15,939,490	\$ 298.33	2.52	21,846	4.24%	\$ 25,552,301	\$ 1,169.66	9.88	61.58%	29.02%	75,275	14.61%	\$ 41,491,791
PECO	\$ 89,619,884	\$ 374.04	3.07	47,716	3.10%	\$ 38,106,281	\$ 798.61	6.55	29.83%	16.61%	287,317	18.67%	\$ 127,726,165
Penelec	\$ 15,887,235	\$ 298.58	2.81	21,977	4.39%	\$ 29,293,095	\$ 1,332.90	12.55	64.84%	29.23%	75,187	15.01%	\$ 45,180,330
Penn Power	\$ 4,396,210	\$ 321.29	2.62	5,537	3.72%	\$ 8,191,460	\$ 1,479.40	12.05	65.08%	28.81%	19,220	12.91%	\$ 12,587,670
PPL	\$ 60,276,159	\$ 506.12	3.16	74,227	5.91%	\$ 55,613,227	\$ 749.23	4.68	47.99%	38.40%	193,321	15.39%	\$ 115,889,386
West Penn Pwr	\$ 17,063,723	\$ 286.82	2.79	22,239	3.52%	\$ 30,263,316	\$ 1,360.82	13.22	63.95%	27.21%	81,732	12.93%	\$ 47,327,039
ELECTRIC	213,537,724	\$ 359.47	3.01	206,522	4.02%	\$ 201,446,359	\$ 975.42	8.17	48.54%	25.80%	800,553	15.58%	\$ 414,984,083
Columbia	\$ 4,461,475	\$ 182.50	1.49	14,899	3.64%	\$ 14,655,362	\$ 983.65	8.05	76.66%	37.87%	39,346	9.61%	\$ 19,116,837
NFG	\$ 3,588,122	\$ 280.50	3.44	4,295	2.18%	\$ 2,256,619	\$ 525.41	6.44	38.61%	25.14%	17,087	8.68%	\$ 5,844,741
Peoples	\$ 16,544,768	\$ 211.04	2.24	13,070	2.20%	\$ 13,432,408	\$ 1,027.73	10.93	44.81%	14.29%	91,466	15.39%	\$ 29,977,176
PGW	\$ 77,617,861	\$ 630.60	6.11	12,071	2.48%	\$ 15,242,680	\$ 1,262.75	12.23	16.41%	8.93%	135,157	27.73%	\$ 92,860,541
UGI-Gas	\$ 12,751,522	\$ 199.96	1.97	21,289	3.44%	\$ 24,023,204	\$ 1,128.43	11.10	65.33%	25.03%	85,058	13.75%	\$ 36,774,726
GAS	\$ 114,963,748	\$ 380.06	3.78	65,624	2.85%	\$ 69,610,273	\$ 1,060.74	10.55	37.71%	17.83%	368,114	15.96%	\$ 184,574,021
TOTAL	\$ 328,501,472			272,146		\$ 271,056,632					1,168,667		\$ 599,558,104

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

2022 Company	Not on Agreement Dollars Overdue 12-Month Avg	Not on Agreement Average Arrearage	Not on Agreement Arrearage/Avg Bill Ratio	Agreements # Overdue Customers 12-Month Avg	Agreements Overdue Percent	Agreements Dollars Overdue 12-Month Avg	Agreements Average Arrearage	Agreements Arrearage/Avg Bill Ratio	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue
Aqua	\$ 5,031,580	\$ 115.37	1.49	13,150	3.19%	\$ 10,620,828	\$ 807.67	10.42	67.85%	23.17%	56,764	13.76%	\$ 15,652,408
PAWC	\$ 6,232,584	\$ 70.41	1.13	23,079	3.59%	\$ 22,955,081	\$ 994.63	15.96	78.65%	20.68%	111,597	17.36%	\$ 29,187,665
Audubon	\$ 17,878	\$ 173.57	1.17	8	0.30%	\$ 5,895	\$ 736.88	4.98	24.80%	7.21%	111	4.12%	\$ 23,773
Columbia Water	\$ 16,479	\$ 50.24	1.14	30	0.28%	\$ 4,484	\$ 149.47	3.38	21.39%	8.38%	358	3.29%	\$ 20,963
Community Utilities	\$ 124,458	\$ 255.04	2.20	126	4.75%	\$ 91,723	\$ 727.96	6.27	42.43%	20.52%	614	23.16%	\$ 216,181
Newtown Artesian	\$ 51,494	\$ 152.80	2.94	14	0.14%	\$ 2,084	\$ 148.86	2.86	3.89%	3.99%	351	3.63%	\$ 53,578
Veolia Bethel (FKA Suez Bethel)	\$ 10,987	\$ 65.01	2.50	-	0.00%	\$ 299	\$ -	-	2.65%	0.00%	169	6.89%	\$ 11,286
Veolia PA (FKA Suez PA)	\$ 386,288	\$ 88.82	1.85	587	1.00%	\$ 146,375	\$ 249.36	5.20	27.48%	11.89%	4,936	8.38%	\$ 532,663
York*	\$ 351,132	\$ 47.86	1.00	896	1.33%	\$ 517,682	\$ 577.77	12.04	59.58%	10.88%	8,232	12.25%	\$ 868,814
Other Class A	\$ 958,716	\$ 73.13	1.06	1,661	1.08%	\$ 768,542	\$ 462.70	6.72	44.49%	11.25%	14,771	9.56%	\$ 1,727,258
WATER	\$ 12,222,880	\$ 84.16	1.21	37,890	3.13%	\$ 34,344,451	\$ 906.43	13.03	73.75%	20.69%	183,132	15.14%	\$ 46,567,331

2022 Company	Not on Agreement Dollars Overdue 12-Month Avg	Not on Agreement Average Arrearage	Not on Agreement Arrearage/Avg Bill Ratio	Agreements # Overdue Customers 12-Month Avg	Agreements Overdue Percent	Agreements Dollars Overdue 12-Month Avg	Agreements Average Arrearage	Agreements Arrearage/Avg Bill Ratio	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue
PWSA	\$ 10,577,516	\$ 586.11	5.08	3,291	3.32%	\$ 5,207,347	\$ 1,582.30	13.72	32.99%	15.42%	21,338	21.51%	\$ 15,784,863
MUNICIPAL	\$ 10,577,516	\$ 586.11	5.08	3,291	3.32%	\$ 5,207,347	\$ 1,582.30	13.72	32.99%	15.42%	21,338	21.51%	\$ 15,784,863

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 10/18/2023 2022 Company	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses
Duquesne	\$ 361.77	3.50	30,467	5.58%	23,976	78.69%	\$ 127.00	\$ 101.00	\$ 103.22	3.60%	\$ 6,032,358
Met Ed	\$ 551.20	4.66	28,816	5.59%	25,389	88.11%	\$ 146.00	\$ 107.00	\$ 118.40	5.68%	\$ 17,345,552
PECO	\$ 444.55	3.64	75,689	4.92%	62,113	82.06%	\$ 119.41	\$ 123.12	\$ 121.97	4.32%	\$ 17,290,479
Penelec	\$ 600.91	5.66	20,488	4.09%	16,268	79.40%	\$ 134.00	\$ 100.00	\$ 106.21	7.10%	\$ 17,283,876
Penn Power	\$ 654.93	5.34	3,244	2.18%	2,473	76.23%	\$ 167.00	\$ 110.00	\$ 122.73	5.75%	\$ 4,394,359
PPL	\$ 599.47	3.74	35,241	2.81%	24,378	69.18%	\$ 196.00	\$ 138.00	\$ 160.16	4.74%	\$ 9,465,381
West Penn Pwr	\$ 579.05	5.63	21,021	3.33%	17,148	81.58%	\$ 132.00	\$ 93.00	\$ 102.93	6.04%	\$ 16,640,374
ELECTRIC	\$ 518.37	4.34	214,966	4.18%	171,745	79.89%	\$ 145.92	\$ 110.30	\$ 119.38	4.91%	\$ 88,452,379
Columbia	\$ 485.86	3.98	11,380	2.78%	6,760	59.40%	\$ 123.00	\$ 51.00	\$ 122.16	3.21%	\$ 5,387,188
NFG	\$ 342.06	4.19	6,861	3.49%	5,003	72.92%	\$ 81.96	\$ 36.45	\$ 81.63	3.00%	\$ 856,517
Peoples	\$ 327.74	3.48	15,335	2.58%	11,840	77.21%	\$ 94.37	\$ 25.68	\$ 94.05	4.62%	\$ 4,690,985
PGW	\$ 687.06	6.65	14,410	2.96%	9,716	67.43%	\$ 104.83	\$ 52.79	\$ 103.28	15.06%	\$ 854,301
UGI-Gas	\$ 432.35	4.25	26,882	4.35%	19,924	74.12%	\$ 104.95	\$ 32.05	\$ 101.68	5.26%	\$ 6,455,365
GAS	\$ 501.40	4.99	74,868	3.25%	53,243	71.12%	\$ 101.82	\$ 39.59	\$ 100.56	6.70%	\$ 18,244,356
TOTAL			289,834		224,988						\$ 106,696,735

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

2022 Company	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses
Aqua	\$ 275.75	3.56	5,585	1.35%	4,879	87.36%	\$ 77.51	\$ 77.51	\$ 77.51	4.03%	\$ 2,587,570
PAWC	\$ 261.55	4.20	24,625	3.83%	16,663	67.67%	\$ 59.00	\$ 63.00	\$ 62.31	6.29%	\$ 4,381,870
Audubon	\$ 214.17	1.45	29	1.08%	25	86.21%	\$ 148.00	\$ 148.00	\$ 148.00	1.44%	\$ 46,437
Columbia Water	\$ 58.56	1.33	264	2.43%	228	86.36%	\$ -	\$ 44.19	\$ 44.19	0.46%	\$ 25,929
Community Utilities	\$ 352.09	3.03	80	3.02%	55	68.75%	\$ -	\$ 116.02	\$ 116.02	5.89%	\$ -
Newtown Artesian	\$ 152.64	2.94	14	0.14%	9	64.29%	\$ -	\$ 52.00	\$ 52.00	1.32%	\$ 11,000
Veolia Bethel (FKA Suez Bethel)	\$ 66.78	2.57	-	0.00%	-	0.00%	\$ 26.02	\$ 26.02	\$ 26.02	1.47%	\$ 23,449
Veolia PA (FKA Suez PA)	\$ 107.91	2.25	570	0.97%	386	67.72%	\$ 47.94	\$ 47.94	\$ 47.94	1.53%	\$ 1,450,991
York*	\$ 105.54	2.20	269	0.40%	145	53.90%	\$ 48.00	\$ 48.00	\$ 48.00	2.46%	\$ 185,547
Other Class A	\$ 116.94	1.70	1,226	0.79%	848	69.17%	\$ 38.57	\$ 68.88	\$ 68.88	2.04%	\$ 1,743,353
WATER	\$ 254.28	3.66	31,436	2.60%	22,390	71.22%	\$ 58.36	\$ 69.80	\$ 69.57	4.97%	\$ 8,712,793

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PWSA	\$ 739.75	6.41	440	0.44%	151	34.32%	\$ 154.16	\$ 114.50	\$ 115.34	12.32%	\$ 1,038,235
MUNICIPAL	\$ 739.75	6.41	440	0.44%	151	34.32%	\$ 154.16	\$ 114.50	\$ 115.34	12.32%	\$ 1,038,235