

# **Quarterly Update to UCARE Report**

**January – December 2023**

# Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telecommunications industries. The update provides a snapshot of overall BCS activity including the volume of Consumer Complaints, Payment Arrangement Requests (PARs) and Inquiries. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, municipal water, municipal sewer and telecommunications industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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# BCS Activity

## Total Volume of Consumer Complaints, Payment Arrangement Requests (PARs) and Inquiries by Industry

January through December 2023

Industry	Consumer Complaints		PARs		Inquiries
	Residential	Commercial*	Residential	Commercial*	All Classes
Electric	11,970	638	26,976	226	8,930
Gas	2,568	141	12,382	270	3,280
Water	1,479	95	2,556	18	1,817
Telecommunications	1,099	153	15	0	765
Other**	57	5	35	2	1,941
<b>Total</b>	<b>17,173</b>	<b>1,032</b>	<b>41,964</b>	<b>516</b>	<b>16,733</b>

\*Please note, commercial customer contacts are excluded from the analyses that appear later in this report, as BCS' regulatory authority has largely been confined to residential accounts.

\*\*Sewer and steam heat complaints are designated as "other" in this table.

## Major Electric Distribution Companies

### Consumer Complaint, Payment Arrangement Requests (PARs) and Inquiry Statistics for Major Companies

January through December 2022/2023

Company	Residential Consumer Complaints			Residential PARs			Inquiries (Residential & Commercial)		
	2022	2023	Percent Change	2022	2023	Percent Change	2022	2023	Percent Change
Duquesne	639	626	-2%	2,334	2,743	18%	673	961	43%
Met-Ed	634	791	25%	2,494	3,128	25%	849	1,010	19%
PECO	1,614	1,532	-5%	6,071	6,777	12%	1,807	1,647	-9%
Penelec	618	682	10%	2,769	3,284	19%	970	1,098	13%
Penn Power	170	206	21%	871	984	13%	288	264	-8%
PPL	807	5,917	633%	4,954	5,897	19%	1,587	2,026	28%
West Penn	752	862	15%	2,981	3,365	13%	1,023	1,139	11%
<b>Total</b>	<b>5,234</b>	<b>10,616</b>	<b>103%</b>	<b>22,474</b>	<b>26,178</b>	<b>16%</b>	<b>7,197</b>	<b>8,145</b>	<b>13%</b>

## Major Electric Distribution Companies

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

January through December 2023

Company	Consumer Complaints		PARs	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Duquesne	626	5%	2,743	4%
Met-Ed	791	5%	3,128	3%
PECO	1,532	8%	6,777	2%
Penelec	682	6%	3,284	5%
Penn Power	206	1%	984	4%
PPL	5,917	36%	5,897	3%
West Penn	862	4%	3,365	2%
<b>Total</b>	<b>10,616</b>		<b>26,178</b>	
<b>Average</b>		<b>11%</b>		<b>3%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 12/30/2023.

# Major Electric Distribution Companies

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

January through December 2022/2023

Company	Average Time in Days			
	Consumer Complaints		PARs	
	2022	2023*	2022	2023*
Duquesne	16.5	15.3	6.1	5.5
Met-Ed	18.4	14.8	7.8	5.7
PECO	16.0	16.1	4.8	4.9
Penelec	18.9	14.7	8.8	5.8
Penn Power	18.7	14.6	9.1	5.9
PPL	24.1	17.0	11.8	12.8
West Penn	18.7	15.5	8.3	5.8
<b>Major Electric</b>	<b>18.4</b>	<b>16.3</b>	<b>8.0</b>	<b>7.1</b>

\*The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/2023.

# Major Natural Gas Distribution Companies

## Consumer Complaint, Payment Arrangement Request (PAR) and Inquiry Statistics for Major Companies

January through December 2022/2023

Company	Residential Consumer Complaints			Residential PARs			Inquiries (Residential & Commercial)		
	2022	2023	Percent Change	2022	2023	Percent Change	2022	2023	Percent Change
Columbia	168	204	21%	552	604	9%	284	263	-7%
National Fuel	66	84	27%	353	437	24%	103	118	15%
Peoples	344	348	1%	1,018	1,145	12%	272	297	9%
Philadelphia Gas Works	1,095	1,124	3%	4,002	5,645	41%	1,313	1,407	7%
UGI Gas	453	551	22%	3,396	4,407	30%	693	936	35%
<b>Total</b>	<b>2,126</b>	<b>2,311</b>	<b>9%</b>	<b>9,321</b>	<b>12,238</b>	<b>31%</b>	<b>2,665</b>	<b>3,021</b>	<b>13%</b>

# Major Natural Gas Distribution Companies

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

January through December 2023

Company	Consumer Complaints		PARs	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Columbia	204	4%	604	4%
National Fuel	84	16%	437	6%
Peoples	348	3%	1,145	3%
Philadelphia Gas Works	1,124	17%	5,645	5%
UGI Gas	551	8%	4,407	2%
<b>Total</b>	<b>2,311</b>		<b>12,238</b>	
<b>Average</b>		<b>10%</b>		<b>4%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 12/30/2023.

# Major Natural Gas Distribution Companies

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

January through December 2022/2023

Company	Average Time in Days			
	Consumer Complaints		PARs	
	2022	2023*	2022	2023*
Columbia	8.1	6.2	1.6	1.5
National Fuel	16.7	16.1	7.0	5.0
Peoples	4.7	5.6	1.9	1.8
Philadelphia Gas Works	19.6	18.2	13.1	10.5
UGI Gas	10.6	15.2	4.0	6.5
<b>Major Gas</b>	<b>14.2</b>	<b>14.6</b>	<b>7.7</b>	<b>7.6</b>

\*The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/2023.

# Major Water Utilities

## Consumer Complaint, Payment Arrangement Request (PAR) and Inquiry Statistics for Major Companies

January through December 2022/2023

Company	Residential Consumer Complaints			Residential PARs			Inquiries (Residential & Commercial)		
	2022	2023	Percent Change	2022	2023	Percent Change	2022	2023	Percent Change
Aqua PA	300	258	-14%	360	508	41%	285	166	-42%
PA American	681	888	30%	1,499	1,770	18%	531	765	44%
Other Class A	66	65	-2%	77	128	66%	84	73	-13%
<b>Total</b>	<b>1,047</b>	<b>1,211</b>	<b>16%</b>	<b>1,936</b>	<b>2,406</b>	<b>24%</b>	<b>900</b>	<b>1,004</b>	<b>12%</b>

# Major Water Utilities

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

January through December 2023

Company	Consumer Complaints		PARs	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Aqua PA	258	30%	508	30%
PA American	888	19%	1,770	17%
Other Class A	65	13%	128	13%
<b>Total</b>	<b>1,211</b>		<b>2,406</b>	
<b>Average</b>		<b>21%</b>		<b>22%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 12/30/2023.

# Major Water Utilities

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

January through December 2022/2023

Company	Average Time in Days			
	Consumer Complaints		PARs	
	2022	2023*	2022	2023*
Aqua PA	3.1	1.6	1.3	0.9
PA American	14.9	14.2	5.1	6.3
Other Class A	14.4	16.0	13.6	11.9
<b>Major Water</b>	<b>11.5</b>	<b>11.5</b>	<b>4.8</b>	<b>5.4</b>

\*The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/2023.

# Municipal Water & Sewer Utilities

## Consumer Complaint, Payment Arrangement Request (PAR) and Inquiry Statistics for Major Companies

January through December 2022/2023

Company	Residential Consumer Complaints			Residential PARs			Inquiries (Residential & Commercial)		
	2022	2023	Percent Change	2022	2023	Percent Change	2022	2023	Percent Change
PWSA-Water*	174	226	30%	34	91	168%	63	53	-16%
PWSA-Sewer*	26	28	8%	8	32	300%	13	16	23%
<b>Total</b>	<b>200</b>	<b>254</b>	<b>27%</b>	<b>42</b>	<b>123</b>	<b>193%</b>	<b>76</b>	<b>69</b>	<b>-9%</b>

\*PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

# Municipal Water & Sewer Utilities

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

January through December 2022/2023

Company	Average Time in Days			
	Consumer Complaints		PARs	
	2022	2023*	2022	2023*
PWSA-Water**	13.0	24.2	11.4	25.5
PWSA-Sewer**	14.8	25.1	8.9	26.3
<b>Municipal Water &amp; Sewer</b>	<b>13.2</b>	<b>24.3</b>	<b>10.9</b>	<b>25.7</b>

\*The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/2023.

\*\*PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

# Major Local Telecommunications Companies

## Consumer Complaint, Payment Arrangement Request (PAR) and Inquiry Statistics for Major Companies

January through December 2022/2023

Company	Residential Consumer Complaints			Residential PARs			Inquiries (Residential & Commercial)		
	2022	2023	Percent Change	2022	2023	Percent Change	2022	2023	Percent Change
Brightspeed (fka CenturyLink)	132	87	-34%	0	1	n/a	45	27	-40%
Frontier Commonwealth	226	249	10%	2	0	-100%	63	54	-14%
Verizon North	29	35	21%	0	0	0%	11	17	55%
Verizon PA	586	522	-11%	7	9	29%	246	288	17%
Windstream	89	92	3%	2	1	-50%	21	30	43%
<b>Total</b>	<b>1,062</b>	<b>985</b>	<b>-7%</b>	<b>11</b>	<b>11</b>	<b>0%</b>	<b>386</b>	<b>416</b>	<b>8%</b>

# Major Local Telecommunications Companies

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

January through December 2023

Company	Consumer Complaints		PARs	
	Number Received	Percent Justified (Closed & Evaluated)*	Number Received	Percent Justified (Closed & Evaluated)*
Brightspeed (fka CenturyLink)	87	47%	1	0%
Frontier Commonwealth	249	67%	0	0%
Verizon North	35	44%	0	0%
Verizon PA	522	43%	9	0%
Windstream	92	28%	1	0%
<b>Total</b>	<b>985</b>		<b>11</b>	
<b>Average</b>		<b>49%</b>		<b>0%</b>

\*The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 12/30/2023.

# Major Local Telecommunications Companies

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

January through December 2022/2023

Company	Average Time in Days			
	Consumer Complaints		PARs	
	2022	2023*	2022	2023*
Brightspeed (fka CenturyLink)	25.5	25.7	0.0	28.0
Frontier Commonwealth	19.7	15.8	8.0	0.0
Verizon North	17.1	15.7	0.0	0.0
Verizon PA	14.2	14.9	11.3	10.3
Windstream	16.0	14.2	18.5	20.0
<b>Major Telecommunications</b>	<b>17.0</b>	<b>16.1</b>	<b>12.0</b>	<b>13.0</b>

\*The 2023 statistics are based on preliminary data on response time from the Consumer Services Information System as of 12/30/2023.

# Compliance

## Snapshot of Residential Verified Infraction Statistics by Industry\* Informal Complaints Opened January through December 2023

<b>ELECTRIC</b>	<b>Duquesne</b>	<b>Met-Ed</b>	<b>PECO</b>	<b>Penelec</b>	<b>Penn Power</b>	<b>PPL</b>	<b>West Penn</b>
Chapter 56	68	74	155	99	21	1,138	66
Title 66 and Other	0	0	8	2	1	38	2
<b>Total</b>	<b>68</b>	<b>74</b>	<b>163</b>	<b>101</b>	<b>22</b>	<b>1,176</b>	<b>68</b>
<b>GAS</b>	<b>Columbia</b>	<b>National Fuel</b>	<b>Peoples</b>	<b>Philadelphia Gas Works</b>	<b>UGI Gas</b>		
Chapter 56	16	21	33	341	174		
Title 66 and Other	0	0	0	14	2		
<b>Total</b>	<b>16</b>	<b>21</b>	<b>33</b>	<b>355</b>	<b>176</b>		
<b>WATER</b>	<b>Aqua PA</b>		<b>PA American</b>		<b>Other Class A</b>		
Chapter 56	167		266		14		
Title 66 and Other	7		10		3		
<b>Total</b>	<b>174</b>		<b>276</b>		<b>17</b>		
<b>TELECOMMUNICATIONS</b>	<b>Brightspeed (fka CenturyLink)</b>	<b>Frontier Commonwealth</b>	<b>Verizon North</b>	<b>Verizon PA</b>	<b>Windstream</b>		
Chapter 30	0	21	2	7	1		
Chapter 63	32	159	7	267	21		
Chapter 64	7	4	2	35	8		
Title 66 and Other	13	30	3	40	5		
<b>Total</b>	<b>52</b>	<b>214</b>	<b>14</b>	<b>349</b>	<b>35</b>		

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

## Glossary of Terms

**Consumer Complaint** – Complaint to BCS involving billing, service, rates and other issues not related to requests for payment terms.

**Infraction** – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

**Inquiry** – Consumer contact to BCS that require no follow-up investigation beyond the initial contact.

**Major Electric Distribution Companies** – Electric distribution companies with more than 100,000 residential customers.

**Major Local Telecommunications Companies** – Local telecommunications companies with more than 50,000 residential customers.

**Major Natural Gas Distribution Companies** – Natural gas distribution companies with more than 100,000 residential customers.

**Major Water Utilities** – Non-municipal water utilities with annual revenues of \$1,000,000 or more for three years in a row are classified as “Class A.” The tables in this report present individual statistics for the two largest Class A water companies, PAWC and Aqua, and for the “Other Class A” companies as a whole. The “Other Class A” water companies are Audubon Water, Columbia Water, Community Utilities, Newtown Artesian Water, Veolia Bethel, Veolia PA, and York Water.

**Municipal Water and Sewer Utilities** – Pittsburgh Water & Sewer (PWSA), a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint. Since PWSA’s transition to PUC regulation is ongoing, as described in the annual UCARE report, it is premature for BCS to report data regarding justified consumer complaints/PARs or infractions.

**Payment Arrangement Request (PAR)** – Consumer request for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.

**Justified Consumer Complaint** – A consumer complaint where, prior to BCS intervention, the company did not comply with Commission Orders, policies, regulations, reports, Secretarial Letters, tariffs or guidelines when the consumer brought the complaint to the company’s attention. The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.

**Justified PAR** – A Payment Arrangement Request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines. The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.

**Response Time** – The time span in days from the date BCS first contacts the utility regarding a consumer complaint or PAR, to the date on which the utility provides BCS with its report.