

**2023**

# **CUSTOMER SERVICE PERFORMANCE REPORT**

---

*PENNSYLVANIA ELECTRIC & NATURAL GAS  
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES*





# Customer Service Performance Report 2023

June 2024

Published by:

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

Bureau of Consumer Services

# Table of Contents

**Executive Summary** ..... iii

**Introduction** ..... 1

**COVID-19 Pandemic: Recovery** ..... 2

## I. Company-Reported Performance

### A. Telephone Access

- 1. Busy-Out Rate ..... 4
- 2. Call Abandonment Rate ..... 5
- 3. Percent of Calls Answered Within 30 Seconds ..... 7

### B. Billing

- 1. Number and Percentage of Residential Bills Not Rendered Once Every Billing Period ..... 10
- 2. Number and Percentage of Bills to Small-Business Customers Not Rendered Once Every Billing Period ..... 11

### C. Meter Reading

- 1. Number and Percentage of Residential Meters Not Read by Company or Customers in Six Months ..... 13
- 2. Number and Percentage of Residential Meters Not Read in 12 Months ..... 15
- 3. Annual Average Number and Percentage of Residential Remote Meters Not Read in Five Years .... 16

### D. Response to Disputes

- 1. Number of Residential Disputes That Did Not Receive a Response within 30 Days ..... 17

## II. Customer Transaction Survey Results

### A. Reaching the Company

20

### B. Automated Phone Systems

21

### C. Company Representatives

23

### D. Overall Satisfaction

26

**III. Conclusion** ..... 28

## Appendix A

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

## Appendix B

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

## Executive Summary

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

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

In 2023, the reported data revealed that there were still some lingering effects of the COVID-19 pandemic on the customer service operations of several of the major EDCs and NGDCs in Pennsylvania. The challenges that persist include staffing shortages and system issues which are impacting the delivery of customer services. During 2023, many 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. Performance had not returned to pre-pandemic levels. Additionally, PPL had a significant billing system issue in early 2023 that persisted for several months.

In 2023, all EDCs showed a slight decline in all performance metrics categories, compared to 2021 and 2022. There were notable individual company performances, both negative and positive. Duquesne reported the highest call abandonment rate in 2023 at over 22%, while PGW seemed to have resolved their 2022 issues and reduced the abandonment rate from over 20% down to 1%.

The 2023 survey results show that the performance of the EDCs has declined since 2021 across all categories of customer service, with the exception of the area pertaining to field service representatives and visits. The NGDCs also reported mixed results across all of the survey categories, with some areas showing improvement but most showing declines. This trend is especially noticeable when reviewing the tables in Appendix A and B, which show the three-year comparison of percentages. While the EDCs and NGDCs navigate the post-pandemic return to normal operations, the data indicates there are still some spotty, lingering effects and that the companies can improve in many of the categories compared to pre-pandemic performance levels.

In 2023, the EDC industry average for overall satisfaction with customer contacts showed 82% of consumers were "satisfied/very satisfied" with the overall quality of service they received from their EDC upon contacting the company, with 62% reporting they were "very satisfied." These figures have declined from the results in 2022, where 86% of consumers reported they were "satisfied/very satisfied" with the overall contact with the company, and 70% reported they were "very satisfied." The 2023 percentages represent a three-year low for overall satisfaction, as in 2021, 88% of consumers reported they were "satisfied/very satisfied" and 75% reported they were "very satisfied."

In 2023, the NGDC industry average for overall satisfaction with customer contacts reached a three-year low with 86% reporting they were "satisfied/very satisfied," and only 72% being "very satisfied." The 2022 overall percentages reflected that 88% of customers were "satisfied/very satisfied" and 74% were "very satisfied" upon contacting the company. These figures were down from 2021 levels, where 90% of NGDC customers were "satisfied/very satisfied" and 79% were "very satisfied."

## Introduction

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

For this report, the Commission uses two sources of data to monitor the quality of customer service performance achieved by the major electric and natural gas companies. The first source of data is from the companies themselves, which are required to report measurements to the Commission on telephone access to the company; billing frequency; meter readings; and timely responses to customer disputes. This data is due to the Commission annually on Feb. 1 of each year. The second source of information is derived from surveys conducted of customers who have had recent customer-initiated contacts with the companies. This source of information, which is due annually to the PUC by April 1, tells the Commission about the ease of contacting the companies; the consumers' view of the knowledge and courtesy of the companies' customer service representatives; and 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 2023 and submitted the results to the Commission in 2024. 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 filed with the Commission. This data is compiled and analyzed separately from the information included in this report and is published by the Bureau of Consumer Services (BCS) in the annual report, Utility Consumer Activities Report and Evaluation (UCARE): Electric, Gas, Water and Telecommunications Utilities. Taken together, the information contained in this report and the UCARE report provide comprehensive data on the quality of service provided by each EDC and NGDC. Access to the annual UCARE report, as well as this report, is available on the Commission's website, [www.puc.pa.gov](http://www.puc.pa.gov), under the link for Filing & Resources.

---

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

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

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

<sup>4</sup> 66 Pa. C.S. §§ 2801-2812.

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

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

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

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

## COVID-19 Pandemic: 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 undertaken in the years thereafter. The 2023 data indicates there are still some lingering effects on the operational functions of some of the utilities, which may have influenced the level of customer service performance.

## 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 2023 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 data from 2004, 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 joined Met-Ed, Penelec and Penn Power as operating subsidiaries of FirstEnergy.<sup>9</sup> This report treats the four FirstEnergy companies as separate companies, except for the telephone access section (pages 4 through 9). In that section, at the request of FirstEnergy, Met-Ed, Penelec and Penn Power, the 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, so the Peoples data from 2020 forward includes Peoples-Equitable.

---

<sup>9</sup> Docket Nos. A-2010-2176520 and A-2010-2176732.

## UGI Companies

On Oct. 4, 2019, at Docket No. R-2018-3006814, et al., the Commission approved the merger of the UGI Utilities, Inc. separate rate districts – UGI Central Penn, UGI-Gas and UGI Penn Natural – into one rate district existing as UGI Utilities Inc. – Gas Division. Although this change took effect when UGI’s amended tariff became effective on Oct. 11, 2019, UGI Utilities’ 2019 data was reported based on the separate rate districts. 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, so 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 calls that are “received” by the company, the caller has several options. One of the options a caller can choose is 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 percentage 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 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, 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 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 2021-2023 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2021-2023 data reported by the NGDCs, for the most part, conforms to this relationship.

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

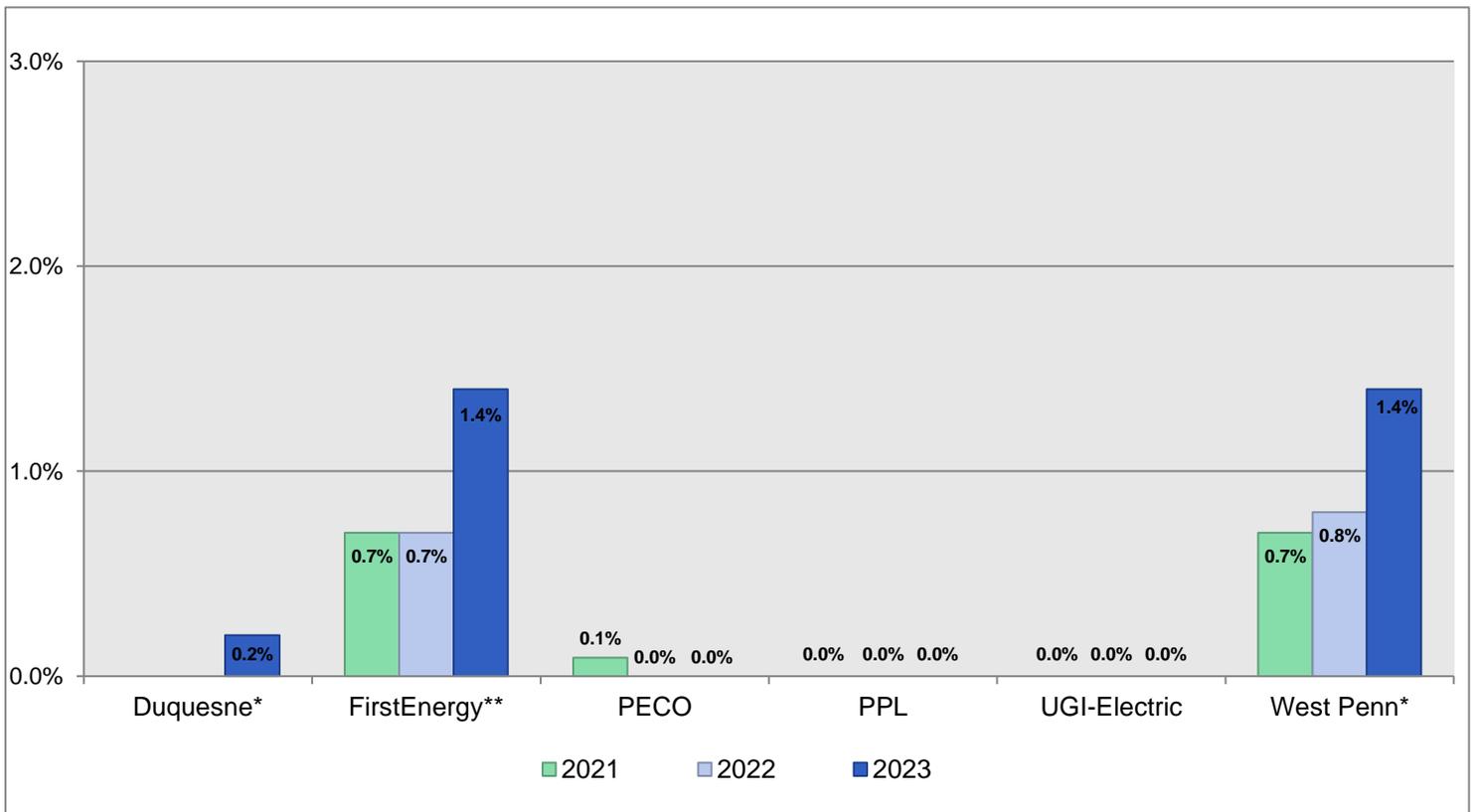
- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

## 1. Busy-Out Rate

The Commission’s regulations require EDCs to report to the Commission the average busy-out rate for each call center or business office, as well as a 12-month cumulative average for the company.<sup>10</sup> Similarly, NGDCs are required to report the average busy-out rate.<sup>11</sup> Each regulation defines busy-out rate as the number of calls to a call center that receive a busy signal divided by the total number of calls received at a call center. For example, a company with a 10% average busy-out rate means that 10% of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90% of the customer calls were received by the company. If the company has more than one call center, it is to supply the busy-out rates for each center, as well as a combined statistic for the company as a whole.

The following chart presents the busy-out rate for each major EDC during the three-year period 2021, 2022 and 2023. The second chart presents the busy-out rate for each major NGDC during 2021, 2022 and 2023.

**EDCs Annual Average Busy-Out Rate 2021-2023**



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

\*\*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.

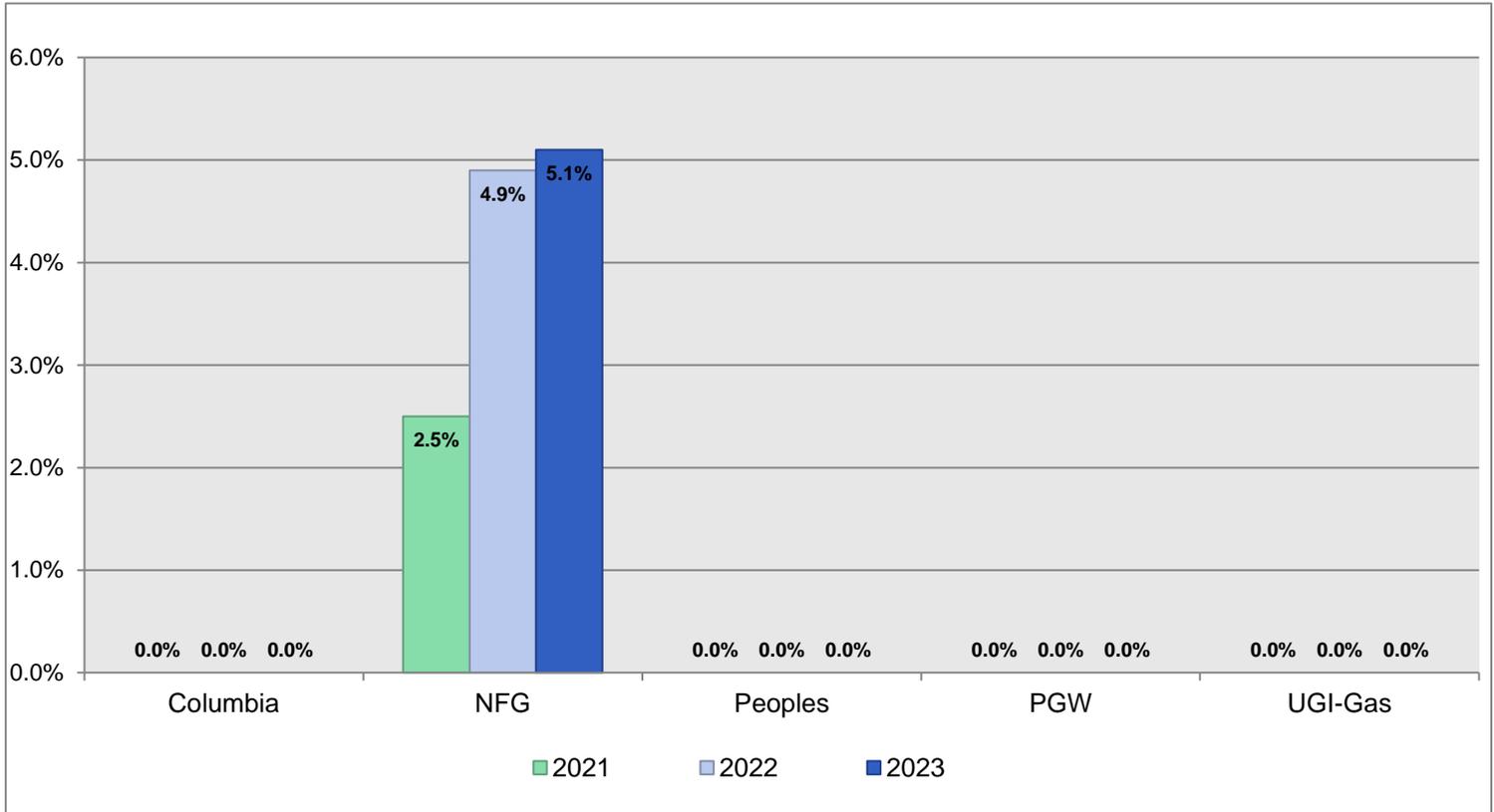
As reflected in the above table, the FirstEnergy companies saw increases in the busy-out rate in 2023 compared to 2022, and the 2023 level is slightly higher than the pre-pandemic reporting years. PECO, PPL and UGI-Electric were the only major EDCs that reported zero busy-out rates in 2023, which is consistent with pre-pandemic performance.

<sup>10</sup> 52 Pa. Code § 54.153(b)(1)(ii).

<sup>11</sup> 52 Pa. Code § 62.33(b)(1)(ii).

Average Busy-Out Rate data was not available from Duquesne for 2021 and 2022 due to reporting errors that impacted the validity of the data. As a result of their findings, Duquesne 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’s petition at Docket No. P-2023-3039285 on July 14, 2023. The data for 2023 from Duquesne is accurate and slightly lower than pre-pandemic levels.

### NGDCs Annual Average Busy-Out Rate 2021-2023



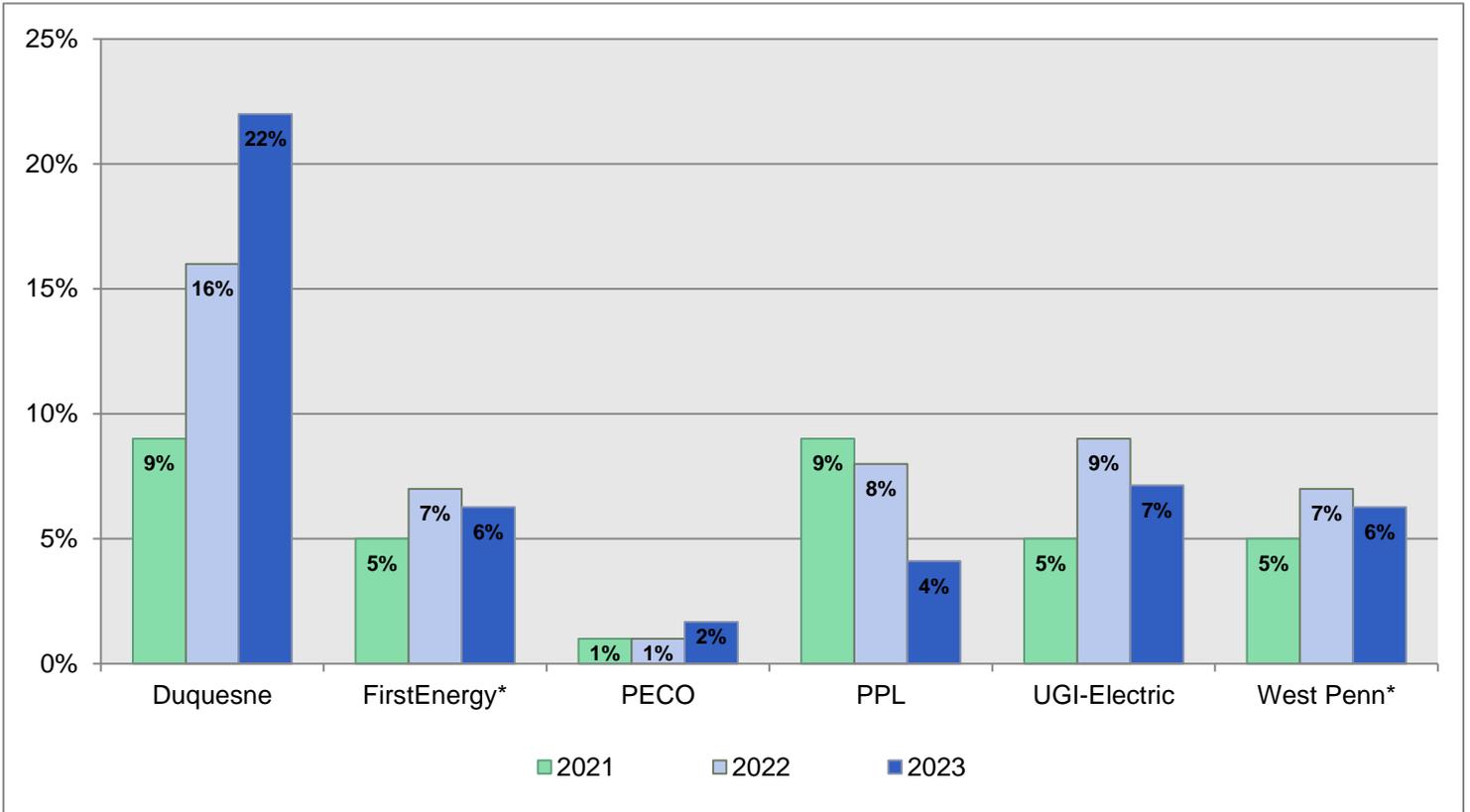
With the exception of NFG, all major NGDCs reported a 0% busy-out rate for 2023. NFG’s busy out rate increased slightly in 2023, compared to 2022. This indicates that the issues NFG attributed to the decline in performance in 2021 and 2022, i.e., higher call volumes due to the lifting of the moratorium on collection terminations due to the COVID-19 pandemic, longer call handle times and staffing issues including higher employee turnover, persisted in 2023.

## 2. Call Abandonment Rate

The EDCs and NGDCs are required to report to the Commission the average call abandonment rate for each call center, business office or both. The call abandonment rate<sup>12</sup> is the number of calls to a company’s call center that were abandoned, divided by the total number of calls that the company received at its call center or business office. For example, an EDC with a 10% call abandonment rate means that 10% of the calls received were terminated by the customer prior to speaking to an EDC representative. As the time that customers spend “on hold” increases, they have a greater tendency to hang up, raising the call abandonment rates. If the EDC or NGDC has more than one call center, it is to supply the call abandonment rates for each center, as well as a combined statistic for the company as a whole.

<sup>12</sup> 52 Pa. Code § 54.152 and § 67.32.

## EDCs Annual Average Call Abandonment Rate 2021-2023



\*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.

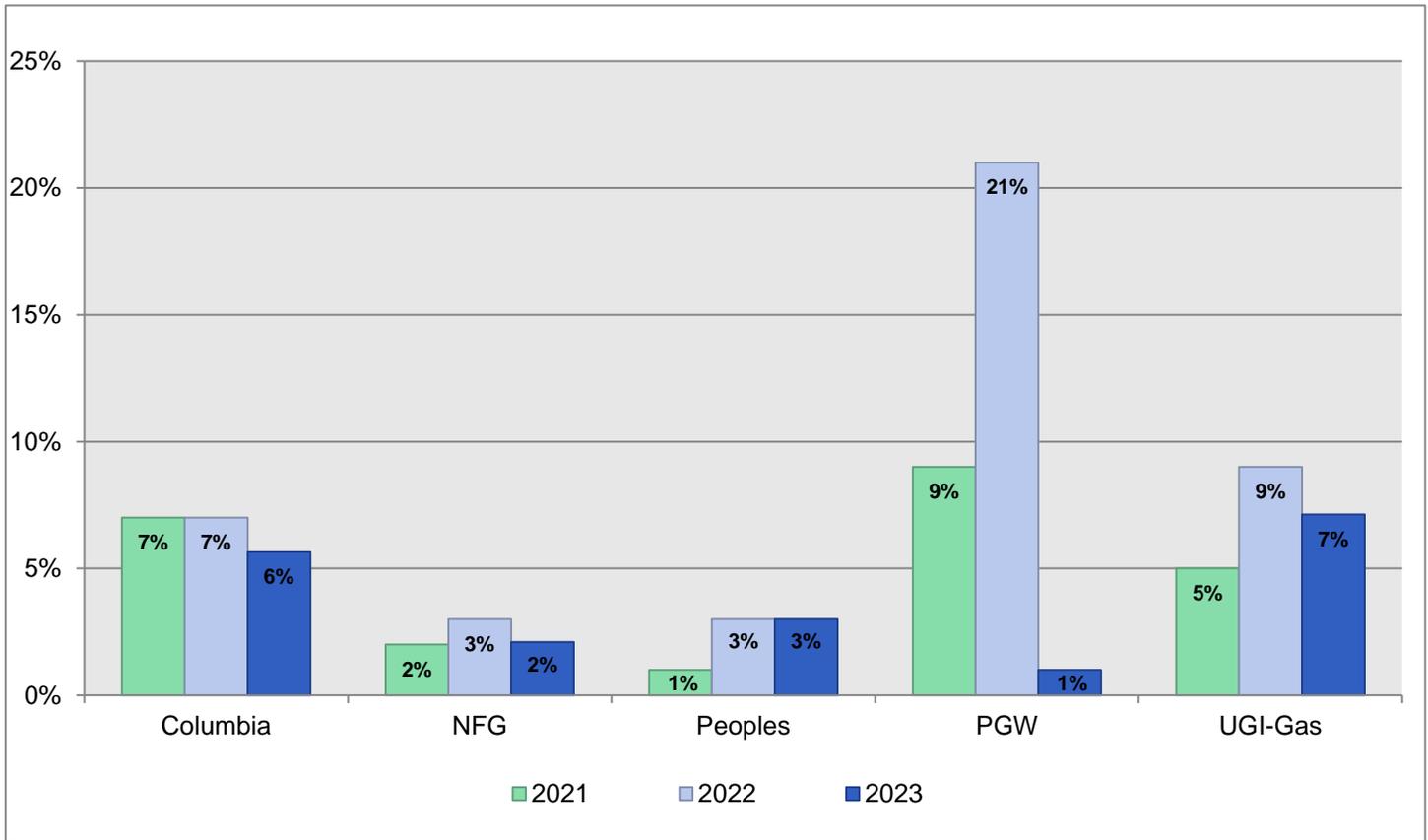
Duquesne saw their average call abandonment rate increase significantly in comparison to levels of performance achieved in 2022. In 2023, Duquesne reported that unexpected retirements and low staffing levels in its customer contact center attributed to longer call wait times during times of high call volume, which resulted in more abandoned calls. As of November 2023, Duquesne states they have hired additional customer service representatives (CSRs) to address the staffing issues.

FirstEnergy, West Penn and UGI-Electric all reported slight decreases in the call abandonment percentage for 2023, compared to 2022. However, even with the decreases in 2023, all of the companies’ percentages still exceed the pre-pandemic call abandonment performance levels.

PECO saw a slight increase in its call abandonment rate in 2023, compared to 2022, but the percentages are consistent with the pre-pandemic levels.

PPL reported a decrease in the 2023 call abandonment percentage, as compared to the 2022 level. While PPL’s call abandonment rate in 2023 is consistent with pre-pandemic levels, PPL also reported that the company included calls handled by Interactive Voice Response (IVR) in the service level calculations. The inclusion of IVR calls may have artificially improved the performance level of this and the other PPL phone metrics. In 2023, for several months, PPL had significant billing system issues that prevented many customers from reaching PPL CSRs, leading them to file informal complaints with BCS. As regulations specifically indicate that IVR calls are not to be included in the call metrics, PPL has advised BCS that they will be excluded in these reporting metrics going forward.

## NGDCs Annual Average Call Abandonment Rate 2021-2023



In 2023, PGW saw a dramatic decrease in the percentage of calls abandoned, compared to 2022. PGW attributed its significantly improved performance to two major initiatives that directly affected staffing and availability. First, call center management applied new strategies to hiring and onboarding, including CSR new hire open houses, outreach campaigns and interviewing on weekends and non-traditional hours. PGW also began to utilize third party vendors to provide contact center services. PGW’s 2023 performance is also an improvement over pre-pandemic levels.

While Peoples’ call abandonment rate stayed at the same percentage level as in 2022, Columbia, NFG and UGI-Gas all reported slight decreases in its call abandonment rates in 2023. Columbia’s percentage is still significantly higher than the pre-pandemic performance levels. NFG and UGI-Gas’ performance is consistent with pre-pandemic levels.

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

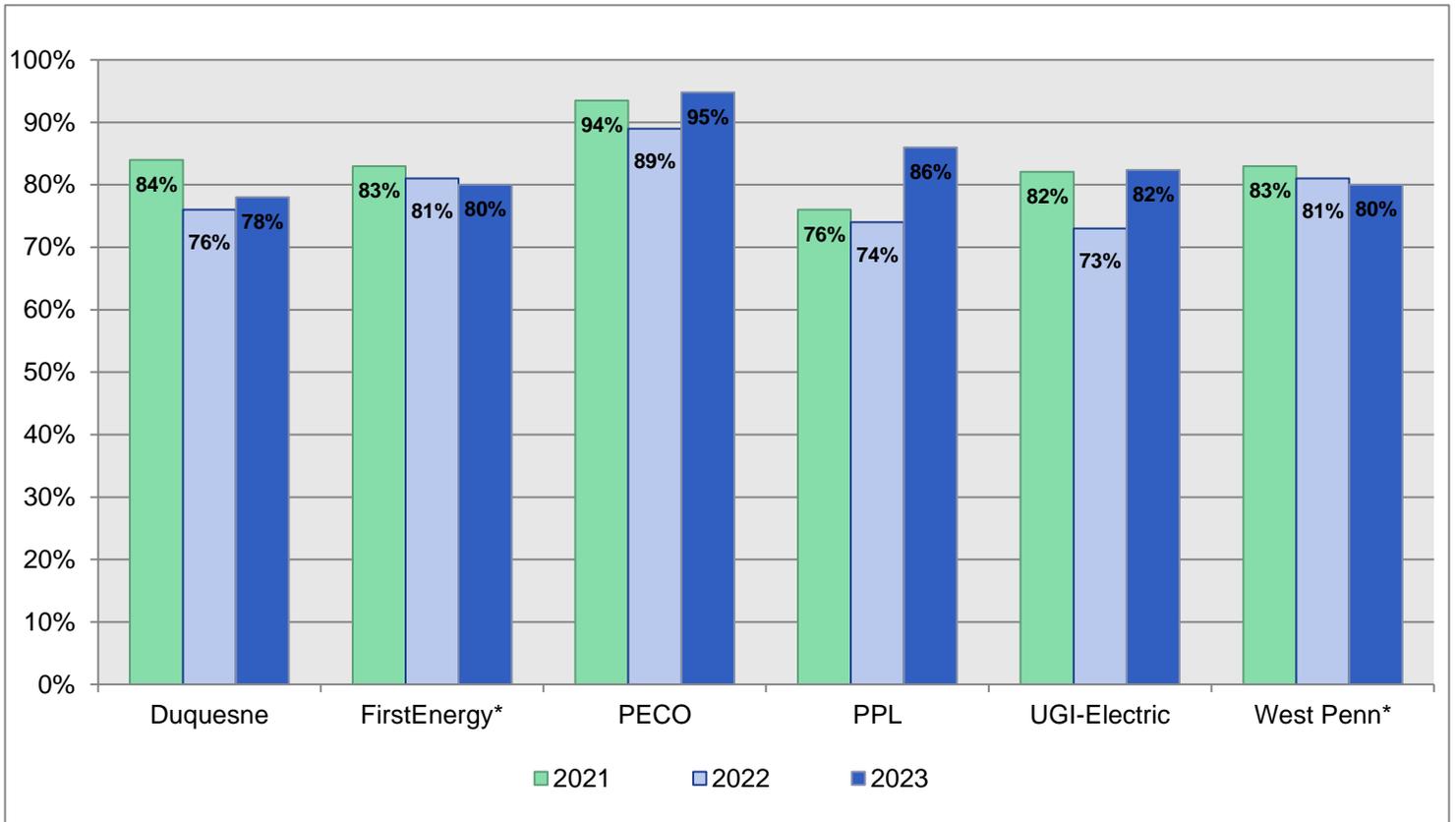
Each EDC and major NGDC is to “take measures necessary and keep sufficient records” to report the percent of calls answered within 30 seconds or less at the company’s call center.<sup>13</sup> The section specifies that “answered” means a company representative is ready to render assistance to the caller.

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

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

<sup>13</sup> Pursuant to the quality of service reporting requirements at 52 Pa. Code § 54.153(b) and § 62.33(b).

## EDCs Annual Average Percent of Calls Answered Within 30 Seconds 2021-2023



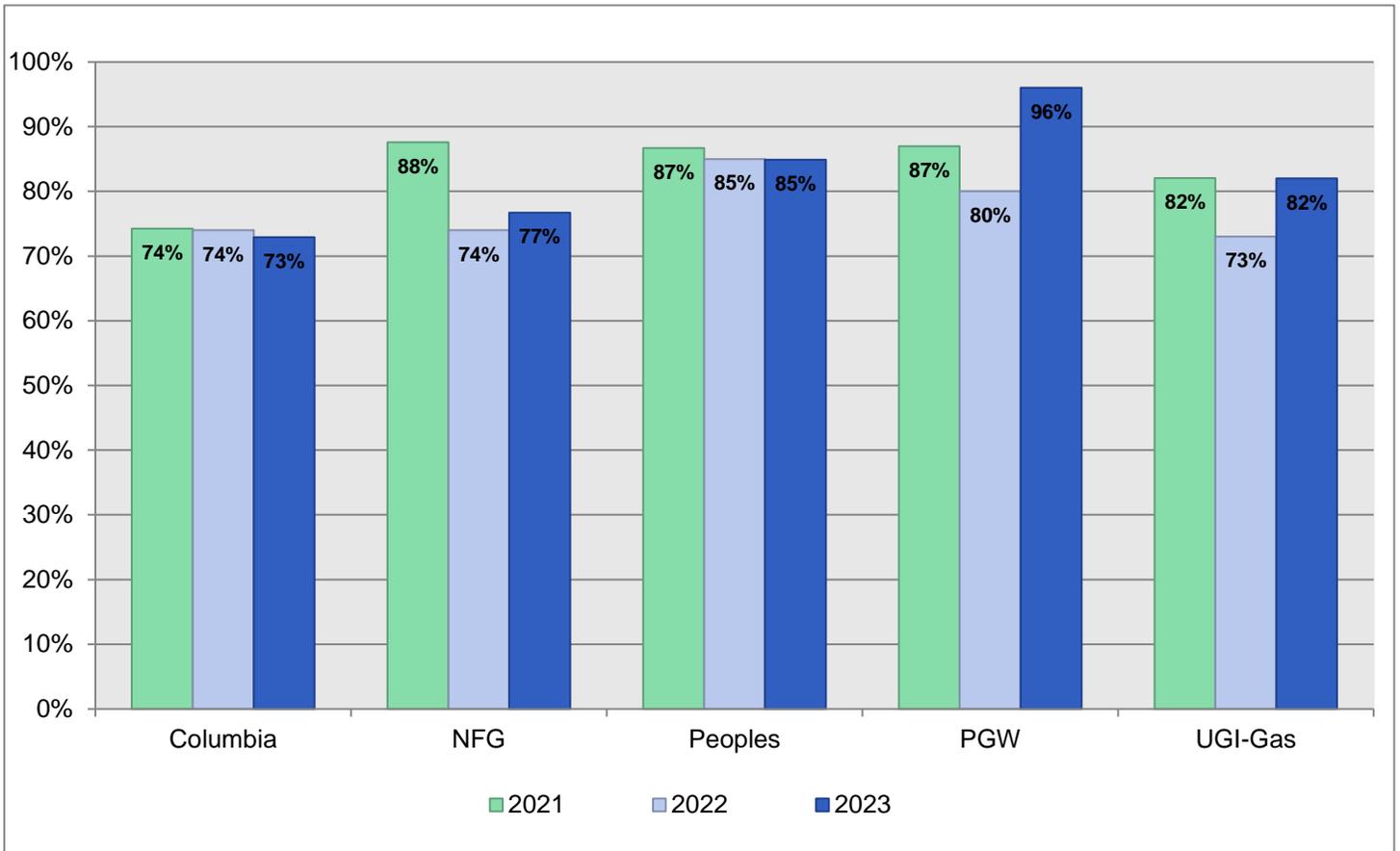
In 2023, most of the EDCs continued to struggle to answer calls within 30 seconds, with the performance still below pre-pandemic levels. Of all EDCs reporting data for this metric, the FirstEnergy companies and West Penn saw decreases in performance compared to 2022.

PECO had the highest percentage of calls answered within 30 seconds in 2023 and is the only EDC whose performance is consistent with pre-pandemic levels. PPL and UGI-Electric had the most significant improvements in performance in 2023 compared to the 2022 levels, but the performance is still below pre-pandemic levels.

Overall, the EDCs continued to show that performance levels have not returned to the pre-pandemic levels across all three metrics, although there are spotted improvements for some EDCs in some categories in 2023.

PPL’s notification that IVR calls were included in the reported data raises concerns that other EDCs and NGDCs may have also included IVR calls in data for the performance metrics. However, the regulations per § 54.153 (b)(1)(i) and § 62.33(b)(1)(i), specifically define calls answered within 30 seconds to mean that an EDC or NGDC representative is ready to render assistance and to accept information to process the call. The data for this metric should reflect this interpretation. Data that is based on calls where an acknowledgement that the customer or applicant is waiting on the line does not constitute an answer and therefore should not be reported for this metric.

## NGDCs Annual Average Percent of Calls Answered Within 30 Seconds 2021-2023



Similar to the EDCs, in 2023 most of the NGDCs continue to struggle to meet pre-pandemic performance levels. Columbia was the only company to show a slight decrease, compared to the 2022 performance level. Peoples reported the same percentage level in 2023 as in 2022, but that level is consistent with the pre-pandemic performance. PGW showed the largest increase in percentage in 2023, but is still slightly below the pre-pandemic performance levels.

NFG and UGI-Gas all showed slight increases in the 2023 performance, compared to 2022, but the levels are still well-below pre-pandemic performance. 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 the percentage of calls answered within 30 seconds dropped in 2022. It appears those issues persisted into 2023.

### B. Billing

A utility is required to render a bill once every billing period to all residential customers.<sup>14</sup> The customer bill is often the only communication between the company and its customer, thus underscoring the need to produce and send this fundamental statement to customers at regular intervals. When a customer does not receive a bill each month, it frequently generates complaints to the company and sometimes to the Commission. The failure of a company to render a bill once every billing period also adversely affects utility collections performance.

<sup>14</sup> 66 Pa. C.S. § 1509 and 52 Pa. Code § 56.11.

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

The EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render.<sup>15</sup> The following tables present the average number and monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2021, 2022 and 2023. The industry averages are weighted averages based on overall totals. We provide a 3-year comparison of this metric to better gauge performance over time.

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	4	0.00%	2	0.00%	0	0.00%
Met-Ed	375	0.07%	214	0.04%	56	0.01%
PECO	308	2.04%	494	0.03%	412	0.03%
Penelec	303	0.06%	135	0.03%	44	0.01%
Penn Power	18	0.01%	11	0.01%	7	0.01%
PPL	53	0.00%	89	0.01%	5040	0.39%
UGI-Electric	2	0.01%	1	0.00%	0	0.00%
West Penn	86	0.01%	58	0.01%	20	0.00%
<b>Industry Average</b>	<b>144</b>	<b>0.28%</b>	<b>126</b>	<b>0.02%</b>	<b>32</b>	<b>0.01%</b>

With the exceptions of PPL, all of the EDCs improved their performance in this metric by decreasing the number of residential bills not rendered once every billing period in 2023, when compared to 2022. PPL began 2023 with a significant billing system issue, which was not resolved until later in the year, and affected a large number of customers.

The FirstEnergy companies and West Penn continued to show decreases in the number of bills not rendered, reaching the lowest number since 2021. However, the FirstEnergy companies' performance in 2023 is still higher than pre-pandemic levels.

UGI-Electric showed a slight decrease in number of bills not rendered from 2022 to 2023 and the performance remains a consistent improvement over pre-pandemic levels.

PECO's 2023 performance improved from the 2022 number of bills not rendered, and the 2023 number is still well below the pre-pandemic levels previously reported.

<sup>15</sup> 52 Pa. Code § 54.153(b)(2)(i) and § 62.33(b)(2)(i).

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0.00%
NFG	3	0.00%	0	0.00%	0	0.00%
Peoples	0	0%	0	0%	0	0.00%
PGW	1	0.00%	0	0%	0	0.00%
UGI-Gas	11	0.00%	3	0.00%	1	0.00%
<b>Industry Average</b>	<b>3</b>	<b>0.00%</b>	<b>1</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>

Similar to the results achieved by most of the EDCs in 2023, all of the NGDCs either maintained or improved their performance concerning the number of residential bills not rendered once every billing period, when compared to 2022. The NGDCs performance continues to show marked improvement over the pre-pandemic levels.

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

Quality of service reporting requirements for both the EDCs and the NGDCs require that companies report the number and percent of small-business bills the companies failed to render.<sup>16</sup> The EDC regulations define a small-business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months.<sup>17</sup> The NGDC regulations define a small-business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 thousand cubic feet (Mcf).<sup>18</sup> The tables on the following page show the average number and percent of small-business customers the major EDCs and NGDCs did not bill according to statute. The industry averages are weighted averages based on overall totals. We provide a 3-year comparison of this metric to better gauge performance over time.

<sup>16</sup> 66 Pa. C.S. § 1509.

<sup>17</sup> 52 Pa. Code § 54.152.

<sup>18</sup> 52 Pa. Code § 62.32.

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	4	0.01%	1	0.00%	0	0.00%
Met-Ed	127	0.19%	61	0.09%	41	0.06%
PECO	220	0.12%	359	0.20%	429	0.20%
Penelec	149	0.18%	64	0.08%	44	0.05%
Penn Power	22	0.11%	15	0.07%	13	0.06%
PPL	28	0.01%	51	0.03%	6077	3.21%
UGI-Electric	25	0.02%	0	0	0	0.00%
West Penn	109	0.11%	45	0.05%	30	0.03%
<b>Industry Average</b>	<b>86</b>	<b>0.09%</b>	<b>75</b>	<b>0.07%</b>	<b>829</b>	<b>0.45%</b>

PPL began 2023 with a significant billing system issue, which was not resolved until later in the year, and affected a large number of customers. The billing system issue significantly impacted PPL’s performance. PECO showed an increase in the number of bills not rendered to its small commercial customers in 2023, reaching the highest number since 2021. However, the numbers are still lower than pre-pandemic levels.

The FirstEnergy companies and West Penn all showed improvement in this performance metric from 2022 to 2023. Although 2023 was the lowest number of bills not rendered since 2021, the numbers are still higher than pre-pandemic levels. UGI-Electric’s performance remained unchanged from 2022 to 2023 and shows improvement compared to pre-pandemic levels. Duquesne’s performance improved slightly from 2022 to 2023 and is consistent with pre-pandemic levels.

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0.00%
NFG	0	0%	0	0%	0	0.00%
Peoples	0	0%	0	0%	0	0.00%
PGW	1	0.01%	1	0.01%	1	0.01%
UGI-Gas	6	0.01%	2	0.00%	1	0.00%
<b>Average</b>	<b>1</b>	<b>0.00%</b>	<b>1</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>

In 2023, all the NGDCs maintained consistent performance levels in this metric and have continued to show significant improvement from the pre-pandemic numbers, particularly UGI-Gas.

## C. Meter Reading

Regular meter reading is important in order to produce accurate bills for customers who expect to receive bills based on the amount of electricity or natural gas they have used. Actual meter readings can be obtained by physically accessing and visually inspecting a meter, through devices that permit direct interrogation of the meter, or through AMR (Automated Meter Reader) devices. The Commission’s experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. The Commission has expressed concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might, under competition, reduce the level of service.<sup>19</sup> The quality-of-service reporting requirements include three measures of meter-reading performances that correspond with the meter-reading requirements found at 52 Pa. Code § 56.12(4)(ii), 56.12(4)(iii) and 56.12(5)(i).<sup>20</sup> As a reminder, meter-reading metrics report PECO Electric performance separately from PECO Gas. The industry averages are weighted averages based on overall totals. We provide a 3-year comparison of this metric to better gauge performance over time.

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

A utility may estimate the bill of a residential customer if personnel are unable to gain access to obtain an actual meter reading.<sup>21</sup> However, at least every six months, the utility must obtain an actual meter reading or customer-supplied reading to verify the accuracy of prior estimated bills. EDCs are required to report the number and percent of residential meters they have not read.<sup>22</sup>

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	72	0.01%	2	0.00%
Met-Ed	0	0%	0	0%	3	0.00%
PECO	284	0.01%	117	0.01%	162	0.01%
Penelec	0	0%	0	0%	0	0.00%
Penn Power	0	0%	0	0%	2	0.00%
PPL	4	0.00%	8	0%	12	0.00%
UGI-Electric	2	0.00%	2	0.00%	0	0.05%
West Penn	0	0%	0	0%	7	0.00%
<b>Industry Average</b>	<b>36</b>	<b>0.00%</b>	<b>25</b>	<b>0.00%</b>	<b>24</b>	<b>0.01%</b>

The FirstEnergy companies, with the exception of Penelec, all showed slight increases in the number of meters not read in six months, when compared to 2022. However, the FirstEnergy companies’ performance is still consistent with pre-pandemic levels.

<sup>19</sup> Final Rulemaking Orders establishing Reporting Requirements for Quality of Service Benchmarks and Standards (Docket Nos. L-00000147 and L-970131).

<sup>20</sup> 52 Pa. Code § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).

<sup>21</sup> 52 Pa. Code § 56.12(4)(ii).

<sup>22</sup> 52 Pa. Code § 54.153(b)(3)(i), 56.12(4)(ii).

Duquesne and UGI-Electric saw decreases in the numbers from 2022 to 2023. Duquesne’s decrease in the number of meters not read was significant and shows many of the issues from 2022 have been resolved.

Despite the billing system issue that plagued PPL during 2023, the company only saw a slight increase in the number of meters not read in six months, although it reported the highest number since 2021.

PECO had the most significant increase of the EDCs from 2022 to 2023, but the number of meters not read in six months was less than what the company reported in 2021. However, the 2023 number was still significantly higher than pre-pandemic levels.

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Columbia	22	0.00%	11	0%	10	0.00%
NFG	1,508	1.17%	1,315	1.09%	1,192	1.03%
PECO (Gas)	8	0.00%	11	0%	18	0.00%
Peoples	25	0.01%	6	0%	8	0.00%
PGW	94	0.02%	162	0.03%	134	0.03%
UGI-Gas	133	0.02%	58	0.01%	49	0.01%
<b>Industry Average</b>	<b>298</b>	<b>0.20%</b>	<b>261</b>	<b>0.19%</b>	<b>235</b>	<b>0.18%</b>

The major NGDCs are required to report the number and percent of residential meters for which the company has failed to obtain an actual or customer-supplied meter reading within the past six months.<sup>23</sup> The table above presents the data that the companies reported for 2021, 2022 and 2023. The report presents PECO’s natural gas meter-reading data separately from its electric meter-reading data.

The 2023 data reported by the NGDCs shows improvement in performance by some utilities, compared to 2022. Columbia and UGI-Gas both saw slight decreases in the number of meters not read in six months from 2022 to 2023 and continue to show marked improvement over pre-pandemic numbers. As a reminder, NFG physically reads all customer meters and does not rely upon smart meters or other AMR technology to obtain automatic or remote meter readings.

NFG also showed a slight decrease from 2022 to 2023 but continues to have the highest total number of meters not read in six months, of all the NGDCs. The 2023 number is still slightly higher than pre-pandemic levels.

PGW showed a decrease in the number of meters not read from the 2022 total, but the 2023 number still exceeds pre-pandemic levels. PECO Gas showed a slight increase over the 2022 number, and the rising total for 2023 also continues to be higher than the pre-pandemic levels.

Peoples had a slight increase in the number of meters not read in six months over the 2022 number, but the 2023 total is significantly lower than pre-pandemic levels.

<sup>23</sup> 52 Pa. Code § 62.33(b)(3)(i) and § 56.12(4)(ii).

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

A company may estimate the bill of a residential customer if company personnel are unable to gain access to obtain an actual meter reading.<sup>24</sup> However, at least once every 12 months, the EDCs must obtain an actual meter reading to verify the accuracy of either the estimated or customer-supplied readings, and are required to report the number and percent of residential meters when they fail to meet the requirements.<sup>25</sup> This requirement also applies to NGDCs.<sup>26</sup> The following tables present the statistics the EDCs and NGDCs submitted to the Commission for this measure. As a reminder, meter-reading metrics report PECO Electric performance separately from PECO Gas. The industry averages are weighted averages based on overall totals. We provide a 3-year comparison of this metric to better gauge performance over time.

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	2	0.00%	0	0.00%
Met-Ed	0	0%	0	0%	0	0.00%
PECO	44	0.01%	24	0%	22	0.00%
Penelec	0	0%	0	0%	0	0.00%
Penn Power	0	0%	0	0%	1	0.00%
PPL	0	0%	0	0%	1	0.00%
UGI-Electric	0	0%	0	0%	0	0.00%
West Penn	0	0%	0	0%	0	0.00%
<b>Industry Average</b>	<b>6</b>	<b>0.00%</b>	<b>3</b>	<b>0.00%</b>	<b>3</b>	<b>0.00%</b>

With the exception of Penn Power and PPL, all of the EDCs maintained or improved their performance in 2023 compared to 2022. Despite the billing system issue, PPL's numbers are better than pre-pandemic levels. The FirstEnergy companies are performing consistent with pre-pandemic levels.

PECO improved the number of meters not read in 12 months from 2022 to 2023 and reached the lowest number since 2021. However, the 2023 number is still significantly higher than the pre-pandemic levels.

<sup>24</sup> 52 Pa. Code § 56.12(4)(iii).

<sup>25</sup> 52 Pa. Code § 54.153(b)(3)(ii).

<sup>26</sup> 52 Pa. Code § 62.33(b)(3)(ii).

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

Company	2021		2022		2023	
	Number	Percent	Number	Percent	Number	Percent
Columbia	8	0.00%	2	0	2	0.00%
NFG	6,657	5.17%	2,094	1.72%	724	0.62%
PECO (Gas)	0	0%	1	0	2	0.00%
Peoples	71	0.02%	11	0	6	0.00%
PGW	11	0.00%	40	0.01%	38	0.01%
UGI-Gas	43	0.01%	30	0.01%	16	0.00%
<b>Industry Average</b>	<b>1,132</b>	<b>0.87%</b>	<b>363</b>	<b>0.29%</b>	<b>131</b>	<b>0.11%</b>

In 2023, NFG showed the most significant decrease in the number of meters not read in 12 months from 2022. This indicates that many of the access issues encountered during the COVID-19 pandemic have been resolved. The 2023 number is still higher than the pre-pandemic levels.

With the exception of PECO (Gas), all the other NGDCs either maintained or reported improvements in 2023, compared to 2022. The performance of the NGDCs is consistent with or improved from pre-pandemic levels.

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

A utility may render a bill on the basis of readings from a remote reading device.<sup>27</sup> However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Each EDC and major NGDC must report to the Commission the number and percent of residential remote meters for which it failed to obtain an actual meter reading under the timeframe described in Chapter 56.<sup>28</sup> It should be noted that while the Commission has defined remote meter-reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices; therefore the accuracy of the data provided by the major companies for this performance measurement cannot be verified.

With the exception of NFG, the 2023 reported number of remote meters not read once in the last five years was zero for each of the major EDCs and NGDCs. This continues the trend of utilities with remote meter-reading capabilities, reporting zero in the years 2021-2023<sup>29</sup> and is consistent with pre-pandemic performance.

In 2023, NFG reported a 12-month cumulative average of 62, or 15%, of all residential remote meters were not read in accordance with § 56.12(5)(i). While the cumulative average decreased slightly from 2022, the effects of the access issues due to the COVID-19 pandemic on NFG's ability to read meters will likely be reflected in the reporting data for this metric for several more years. Prior to the pandemic in 2019, NFG reported on average 30 remote meters were not read within five years, or approximately 5% of all residential remote meters that were not read in conformance with § 56.12(5)(i).

<sup>27</sup> 52 Pa. Code § 56.12(5)(i).

<sup>28</sup> 52 Pa. Code § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii).

<sup>29</sup> As required by 52 Pa. Code § 56.12(5)(i).

## D. Response to Disputes

When a customer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute.<sup>30</sup> A complaint or dispute filed with a company is not necessarily a negative indicator of service quality. However, a company's failure to promptly respond to the customer's complaint within 30 days is a potential infraction of the regulations<sup>31</sup> and may also be an indication of poor service as well as a cause of complaints to the Commission.

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

Each EDC and NGDC is required to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days.<sup>32</sup> The following two tables present the cumulative 12-month totals as reported by the companies. We provide a 3-year comparison of this metric to better gauge performance over time.

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

Company	2021	2022	2023
Duquesne*	81	60	49
Met-Ed	0	0	0
PECO	58	0	2
Penelec	0	0	0
Penn Power	0	0	0
PPL	98	89	132
UGI-Electric	2	0	0
West Penn	0	0	1
<b>Industry Total</b>	<b>239</b>	<b>149</b>	<b>184</b>

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

Most of the EDCs either maintained or improved their performance relative to this measurement in 2023, compared to 2022. The PPL billing system issue in early 2023 resulted in a much higher informal complaint volume with BCS, and in turn, increased the number of late reports from PPL.

Duquesne reported the most significant decrease, and the 2023 number of late reports was more consistent with pre-pandemic levels.

As an industry, the EDC totals are slightly improved from the pre-pandemic levels of 2018-2020. UGI-Electric has shown the most improvement, with the 2021-2023 numbers well-below the pre-pandemic totals.

<sup>30</sup> 52 Pa. Code § 56.151(5).

<sup>31</sup> 52 Pa. Code § 56.151(5).

<sup>32</sup> 52 Pa. Code § 54.153(b)(4) and § 62.33(b)(4).

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

Company	2021	2022	2023
Columbia	0	0	1
NFG	5	7	9
Peoples	0	0	0
PGW	1	5	33
UGI-Gas	8	6	18
<b>Industry Total</b>	<b>14</b>	<b>18</b>	<b>61</b>

Most of the NGDCs saw the numbers of late reports increase in 2023, compared to 2022. Peoples has maintained zero late reports from 2021-2023, which is consistent with pre-pandemic performance.

Columbia and NFG both saw slight increases in 2023, compared to 2022, but the numbers are consistent with pre-pandemic levels.

PGW saw the largest increase from 2022 to 2023, but the 2023 number is well below the pre-pandemic levels reported in 2018-2020.

While UGI-Gas did have an increase in the number of late reports from 2022 to 2023, the 2023 total is significantly below the pre-pandemic levels.

Overall, the NGDC industry totals for late reports between 2021-2023 are fairly consistent with the pre-pandemic levels, with the exceptions of PGW and UGI-Gas, whose totals from 2018-2020 were significantly higher.

## II. Customer Transaction Survey Results

EDCs and major NGDCs are required to report to the Commission the results of telephone transaction surveys of customers who have had interactions with the company.<sup>33</sup> The purpose of the transaction surveys is to assess the customer's perception regarding their recent interaction with the company. The regulations specify that the survey questions are to measure access to the company; employee courtesy; employee knowledge; promptness of the EDC or NGDC response or visit; timeliness of the company response or visit; and satisfaction with the handling of the interaction.

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

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

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

Each year, the survey firm completes approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95% probability that the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers who had contacted their EDC or NGDC had been surveyed, meeting the PUC requirements.<sup>34</sup>

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

This report summarizes the 2021-2023 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 2023 surveys, while Appendix A and B present a comparison of results from the past three years, with Appendix A providing additional details of the EDC survey results and Appendix B providing survey results of the NGDCs from the past three years. Both Appendix A and B provide information about the number and type of consumers who participated in the 2023 surveys, as well as the average number of residential customers each EDC and NGDC served.

Of note, 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

---

<sup>33</sup> Reporting Requirements for Quality of Service Benchmarks and Standards at 52 Pa. Code § 54.154 and § 62.34.

<sup>34</sup> 52 Pa. Code § 54.154(5) and § 62.34(5).

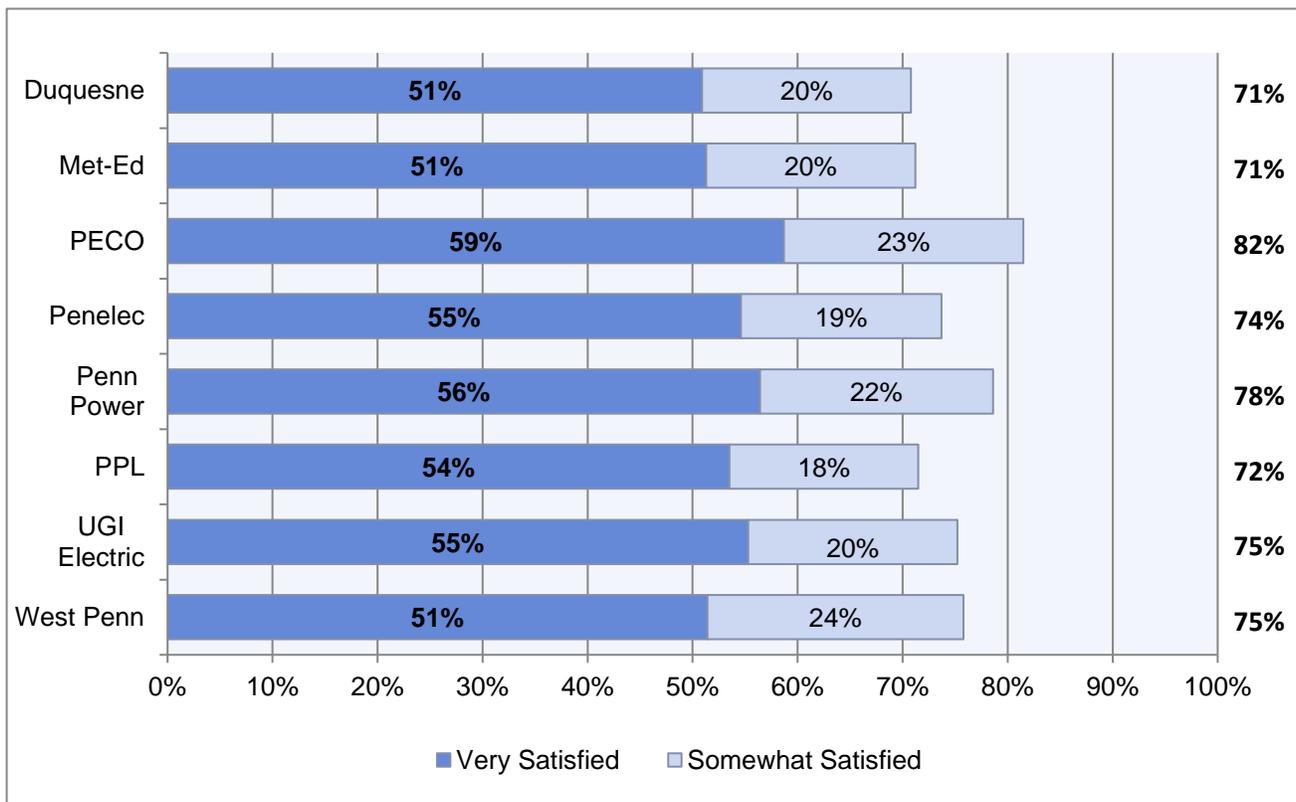
of the survey versus at the end of the survey would have any measurable impact on how the customer answered the question. To perform this test, the research firm completed the standard 700 surveys; however, 350 survey participants were asked the Overall Satisfaction question at the beginning of the survey 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. The research firm ensured 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.

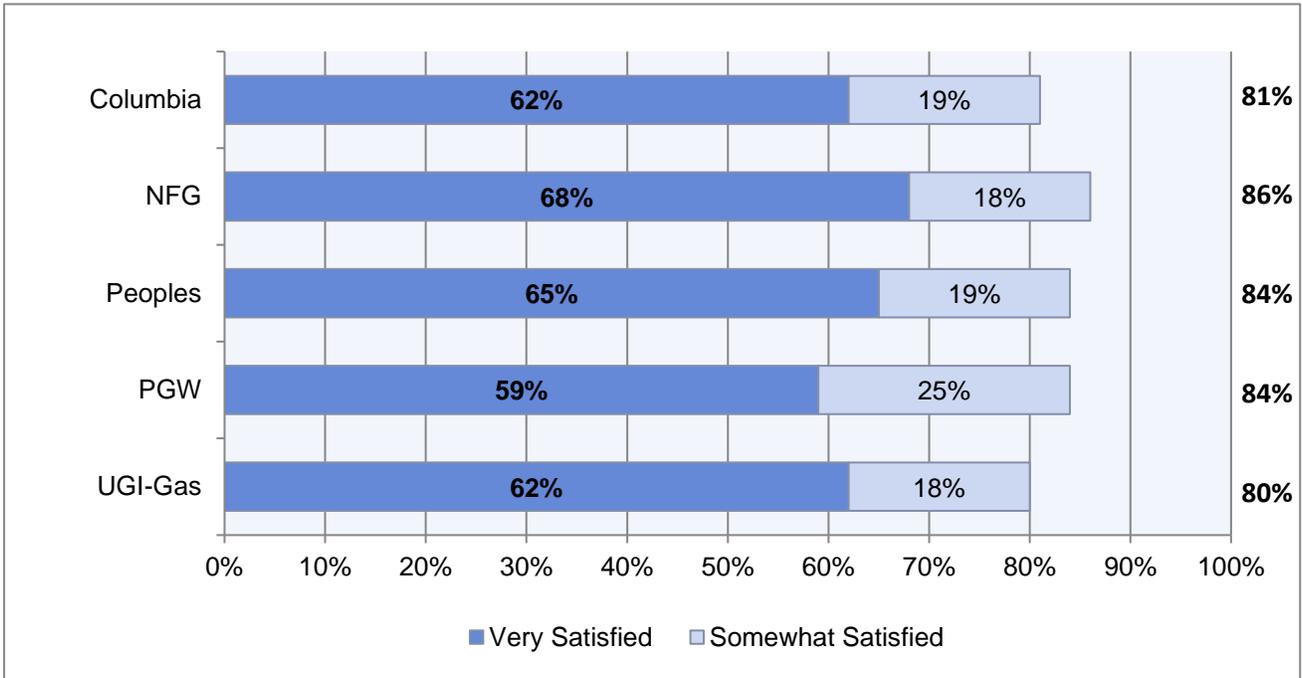
### A. Reaching the Company

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 2023, 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 75%, which was down from 79% in 2022. 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 83%, up from 82% in 2022. Past survey results are available in the appendices.

**Percent of Customers Indicating Satisfaction with Ease of Reaching EDC 2023**



## Percent of Customers Indicating Satisfaction with Ease of Reaching NGDC 2023

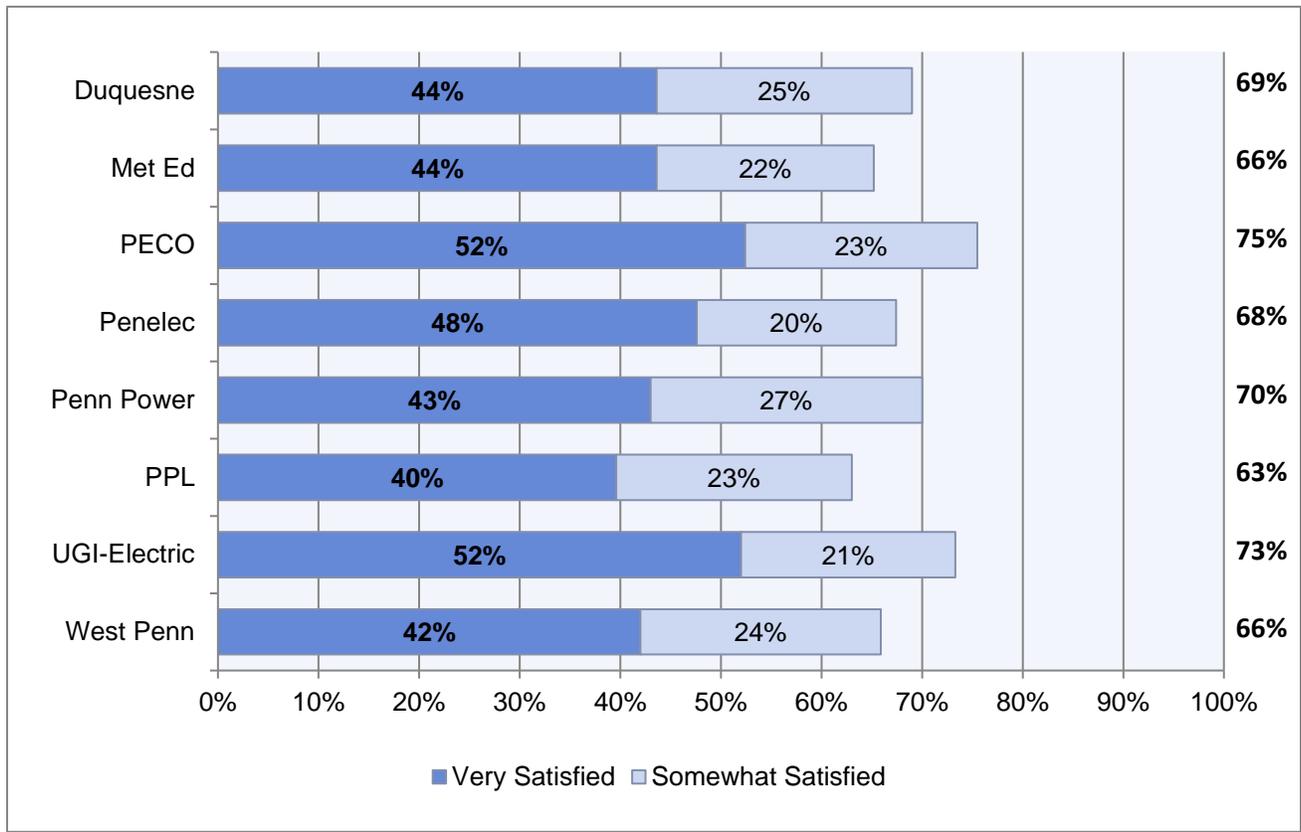


### B. Automated Phone Systems

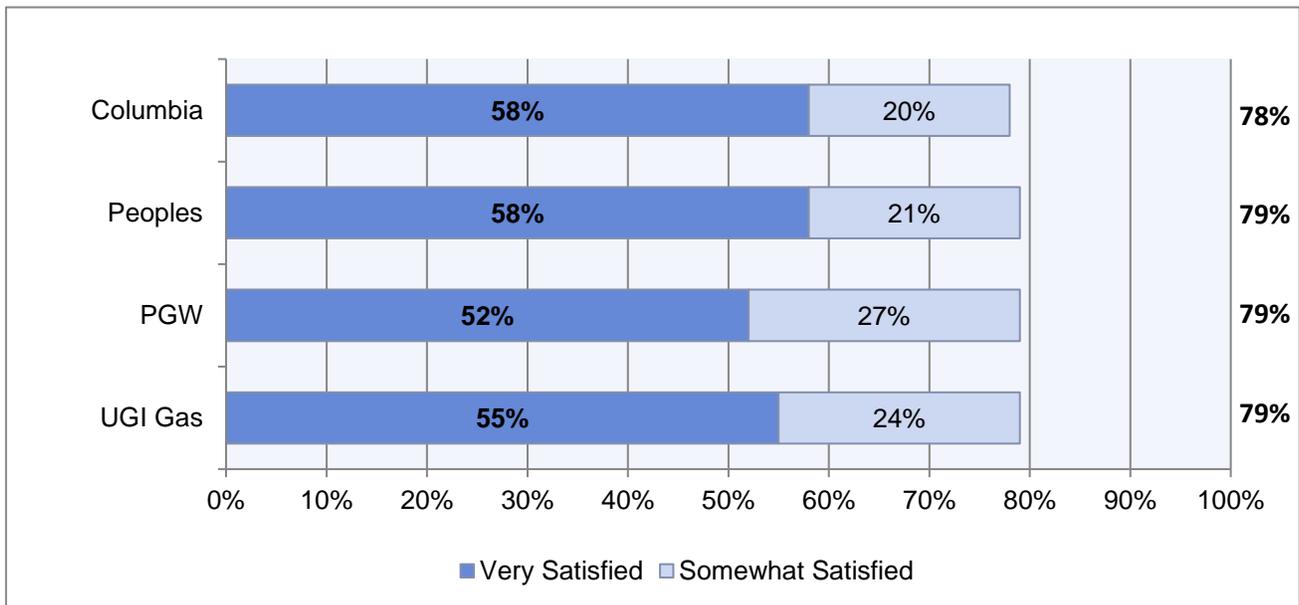
Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and NGDCs except one<sup>35</sup> use an automated telephone system to filter calls and save time and money on consumer calls. The surveys ask consumers questions about their experience using automated systems. On average, 69% of EDC consumers reported being either “very satisfied” or “somewhat satisfied” with the EDCs’ automated phone system in 2023, which was down from 71% in 2022. For the major NGDCs in 2023, an average of 79% of NGDC consumers reported satisfaction with using the automated systems, which was up from 78% in 2022. More details on how customers perceive using automated phone systems can be found in the appendices. The charts that follow present the level of satisfaction consumers expressed about using the EDC or NGDC automated telephone systems.

<sup>35</sup> NFG does not use an automated telephone system at its call center.

### Percent of Customers Indicating Satisfaction with Using EDC's Automated Phone System 2023



### Percent of Customers Indicating Satisfaction with Using NGDC's Automated Phone System 2023



### C. Company Representatives

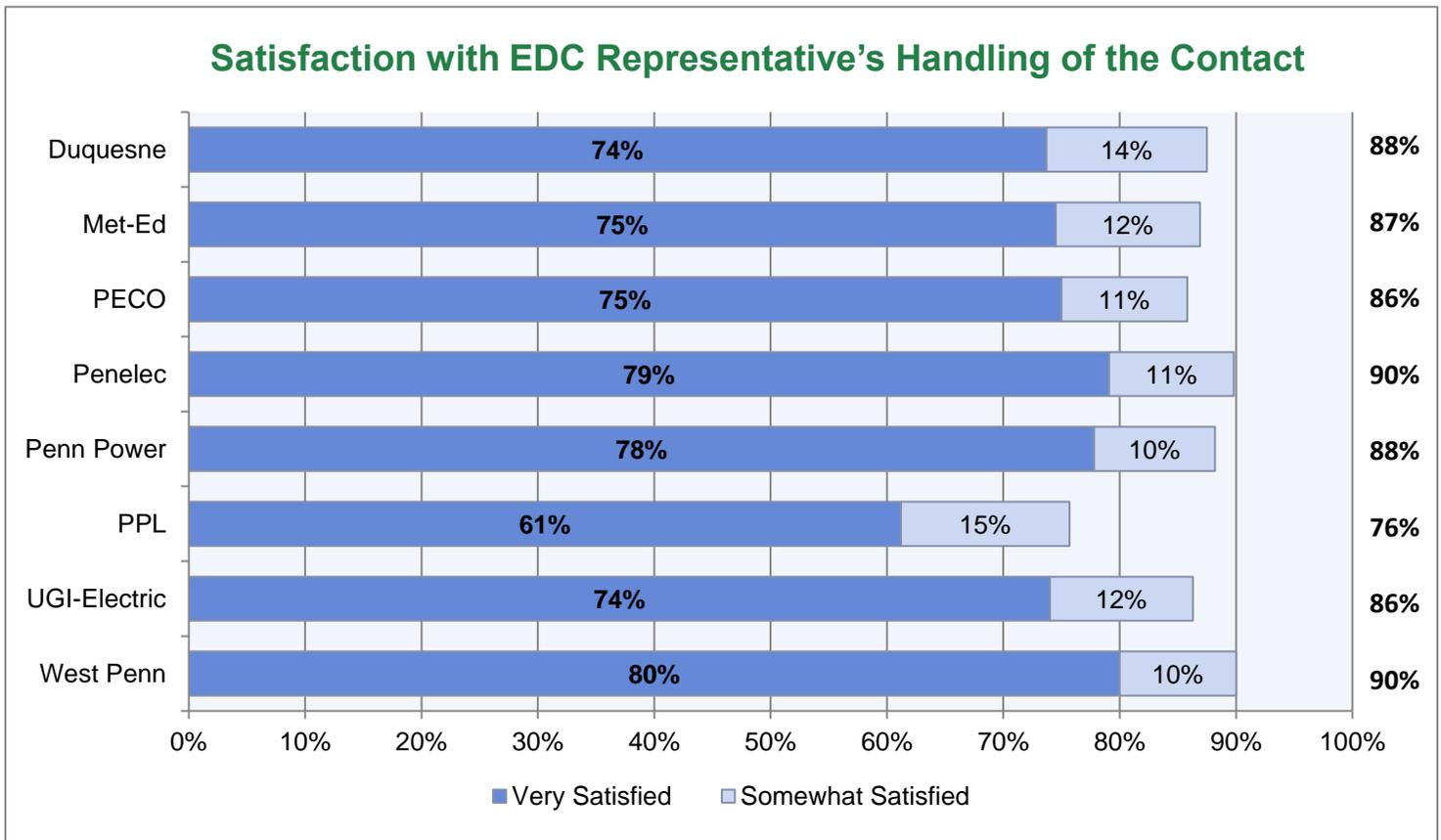
Consumers who indicated that they had spoken with a company representative were asked specifically how satisfied they were with that interaction. A consumer’s overall rating of satisfaction with the company representative’s handling of the contact may be influenced by several factors, including the courtesy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

In 2023, on average, 87% of EDC consumers indicated being either “somewhat satisfied” or “very satisfied” with the way the company representative handled the consumer contact. This rating was down from 2022, when 91% of EDC consumers expressed similar satisfaction. Also, in 2023, on average, 92% 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 decreased slightly in 2022, when 94% of EDC customers expressed similar remarks about the courtesy of the company’s call center representative. Lastly, on average in 2023, 88% of EDC customers rated the company representative as “very knowledgeable” or “somewhat knowledgeable,” which was down from 90% in 2022.

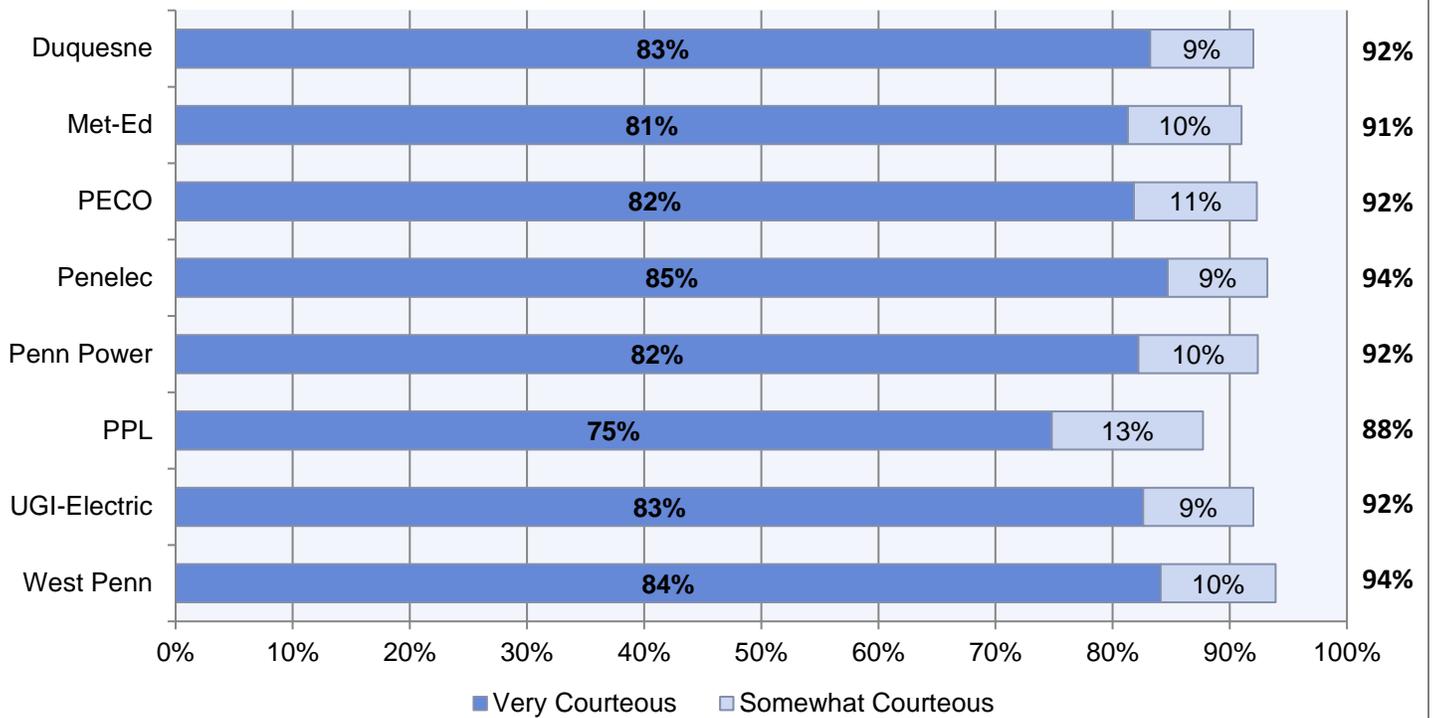
In 2023, on average, 91% of NGDC consumers indicated they were either “somewhat satisfied” or “very satisfied” with the way the company representative handled the interaction, which is slightly down from marks of 92% in 2022. Also in 2023, on average, 95% of consumers rated NGDC representatives as either “very courteous” or “somewhat courteous,” which is the same percentage as the consumer ratings of 95% in 2022. In addition, on average in 2023, 91% of NGDC consumers rated company representatives as either “very knowledgeable” or “somewhat knowledgeable,” which is slightly down from the rating of 92% achieved in 2022.

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.

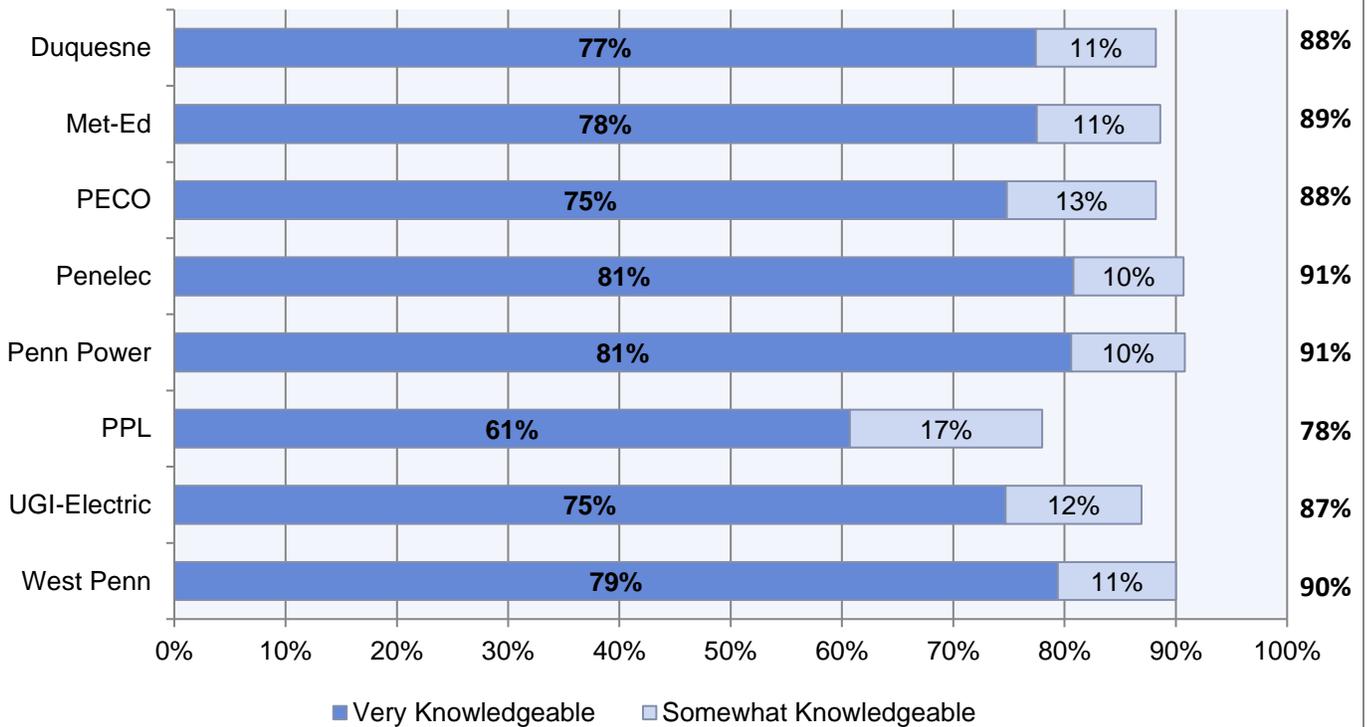
### Consumer Ratings of EDC Representatives 2023



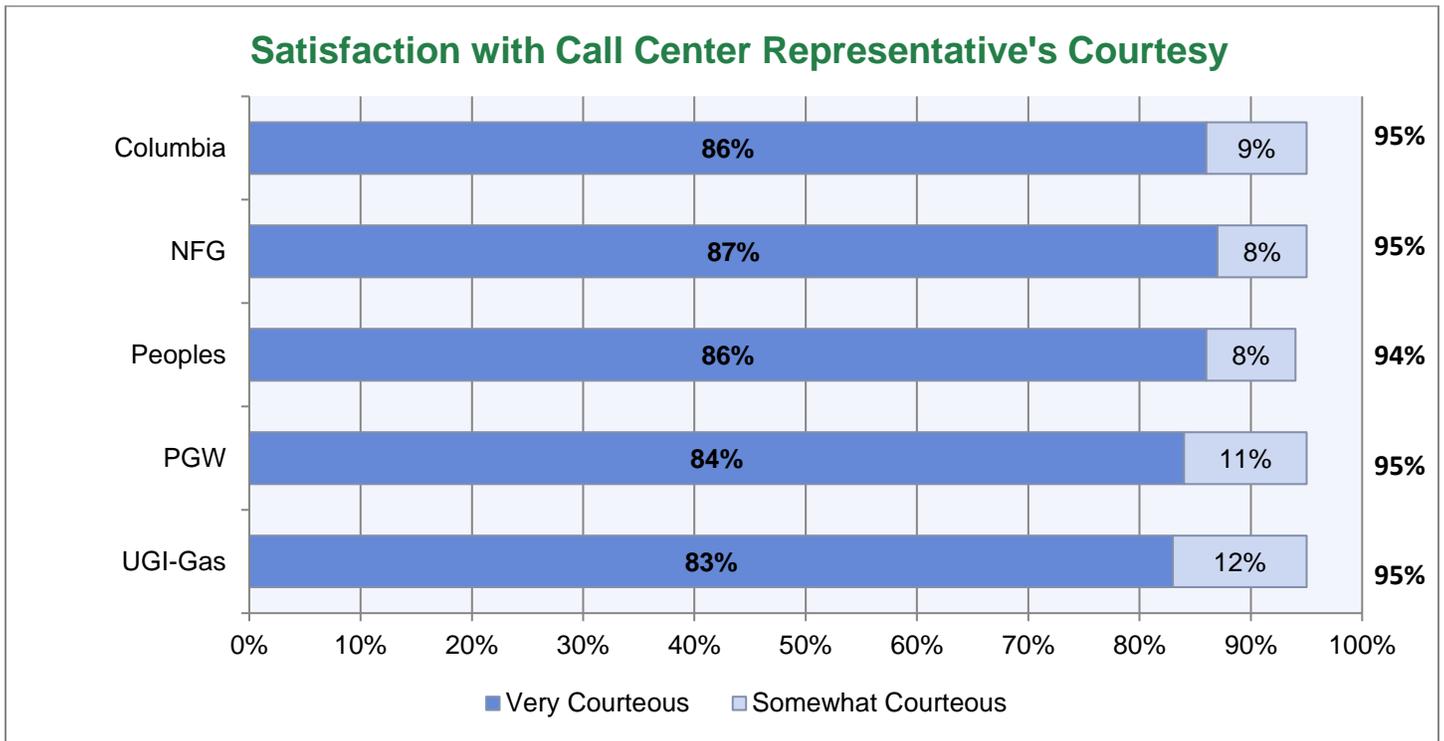
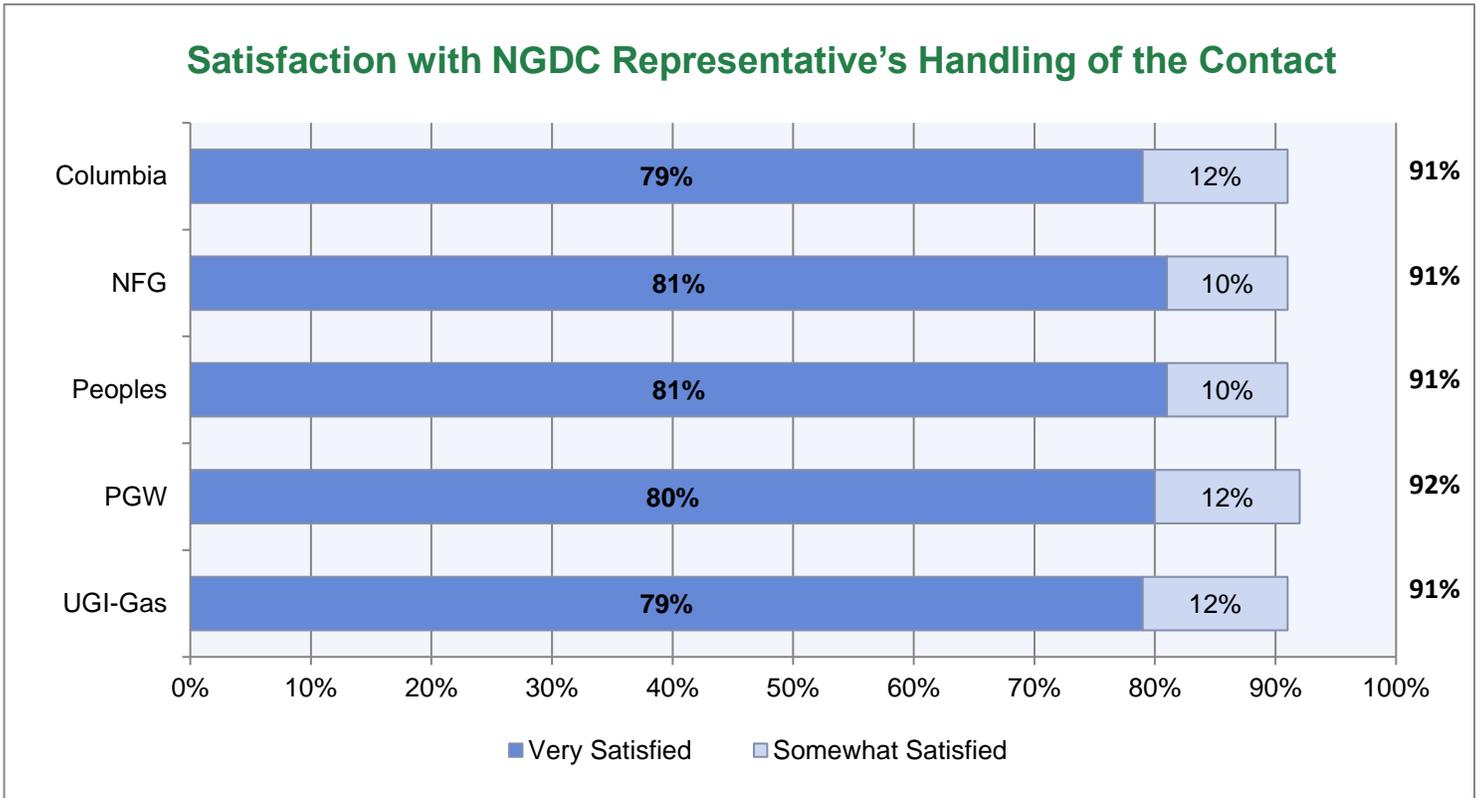
### Satisfaction With Call Center Representative's Courtesy

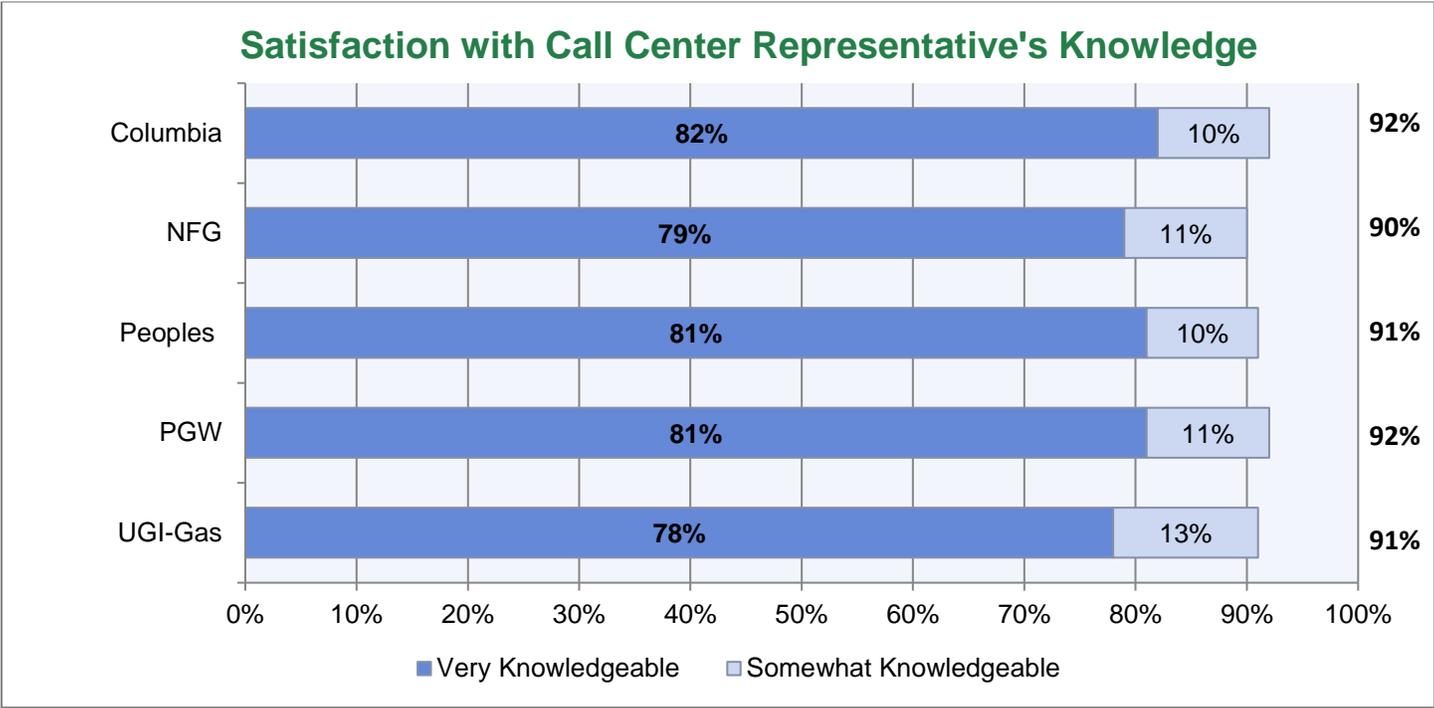


### Satisfaction with Call Center Representative's Knowledge



## Consumer Ratings of NGDC Representatives 2023





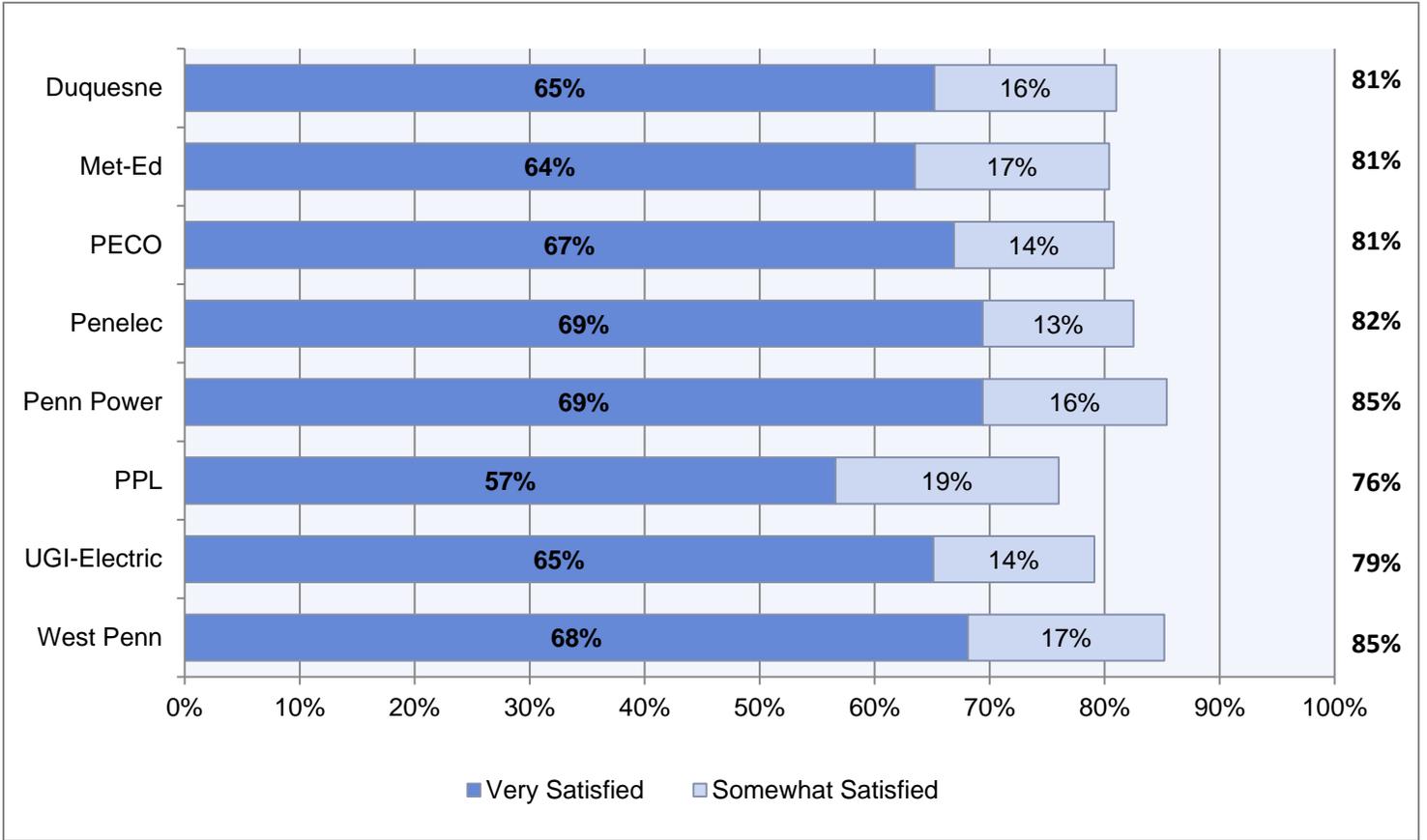
### D. Overall Satisfaction

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 2023 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

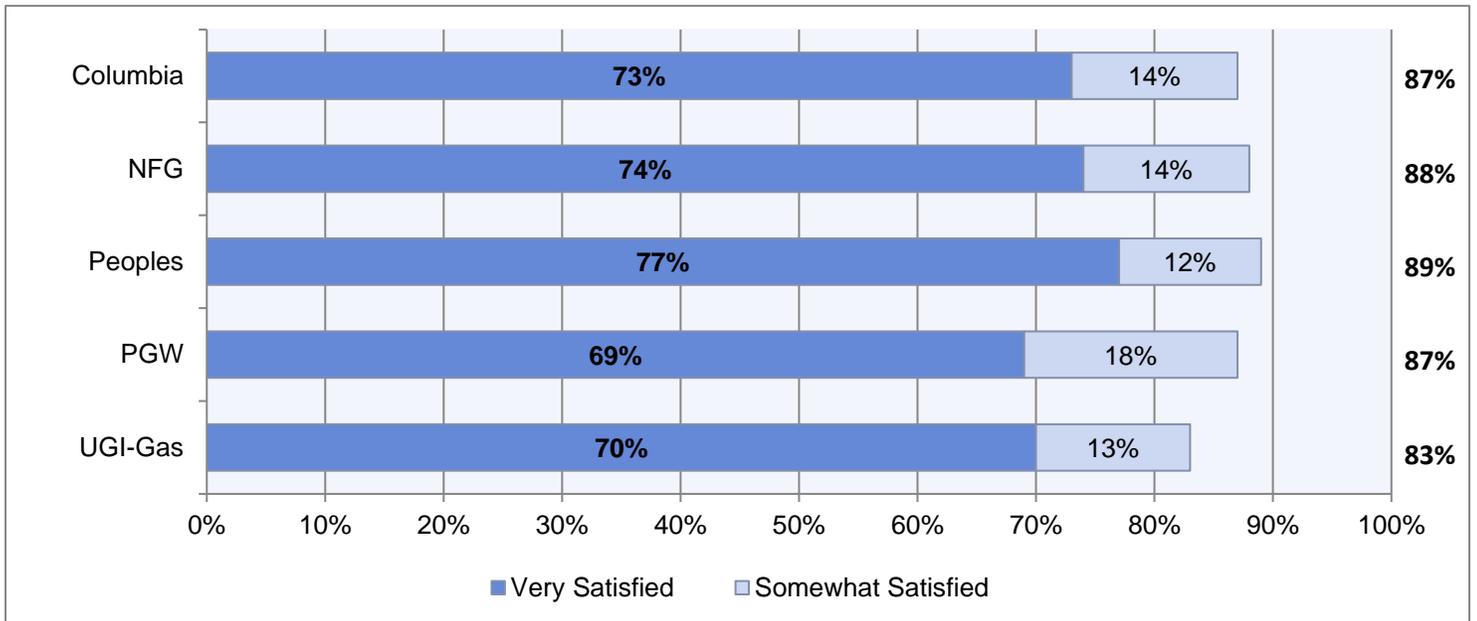
The following chart presents the results of the responses to the question, “Considering all aspects of this recent contact with the company, and using the same 1 to 10 scale, how satisfied were you with the quality of service provided by the company?” In 2023, the EDC industry average showed that overall, 82% of consumers were “satisfied” or “very satisfied” with the quality of service they received from their EDCs. These figures are down slightly from the results in 2022, when 86% of consumers were “satisfied” or “very satisfied.”

In 2023, the NGDC industry average showed that overall, 86% of customers were “satisfied” or “very satisfied” with the quality of service. These figures were down from 2022 levels, where 88% of NGDC customers were “satisfied” or “very satisfied.” Additional information is available in the appendices.

**Percent of Customers Satisfied with EDC's Overall Quality of Service  
During Recent Contact 2023**



**Percent of Customers Satisfied with NGDC's Overall Quality of Service  
During Recent Contact 2023**



### 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 for 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 as the utilities resume normal, post-pandemic operational levels.

The results and data in the report also show some of the EDCs are still struggling to reach levels consistent with pre-pandemic performance for metrics across all categories. In 2023, the EDCs all showed a slight decline in performance compared to 2021 and 2022. There were notable individual company performances, both negative and positive. Duquesne reported the highest call abandonment rate in 2023 at over 22%, while PGW seemed to have resolved their 2022 issues and reduced the abandonment rate from over 20% down to 1%. The FirstEnergy companies all saw slight increases in the busy-out rate in 2023, while NFG's busy-out rate reached the highest percentage since 2021. Most of the other EDCs and NGDCs reported small improvements in the percentage of calls answered in under 30 seconds, the percentages are still below pre-pandemic performance. For the meters not read categories, the EDCs and NGDCs both showed improvements across all of these quality-of-service performance metrics, compared to 2021 and 2022. PPL was the only company in 2023 to show an increase in the numbers of meters not read, and that increase is attributable to the billing system issue identified earlier in this report. Overall, the number of reports not sent within thirty days varied only slightly from 2021 and 2022 levels for the EDCs, with PPL and PECO showing the only increases. The NGDCs industry total increased in 2023, compared to 2021 and 2022 levels, but it was mostly due to the number of PGW late reports. The industry levels are either consistent or improved with pre-pandemic reporting.

The 2023 survey results show that the performance of the EDCs has declined since 2021 across all categories of customer service, with the exception of the area pertaining to field service representatives and visits. The NGDCs also reported mixed results across all of the survey categories, with some areas showing improvement but most showing declines. This trend is especially noticeable when reviewing the tables in Appendix A and B, which show the 3-year comparison of percentages. While the EDCs and NGDCs navigate the post-pandemic return to normal operations, the data indicates there are still some spotty, lingering effects and that the companies have room for improvement in many of the categories compared to pre-pandemic performance levels.

# Appendix A

**Table 1A**  
**EDC Survey Results 2021-2023**

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2021	2022	2023	2021	2022	2023
Duquesne	80%	77%	71%	79%	67%	69%
Met-Ed	85%	80%	71%	77%	68%	66%
PECO	89%	84%	82%	82%	76%	75%
Penelec	84%	77%	74%	69%	66%	68%
Penn Power	86%	79%	78%	73%	71%	70%
PPL	84%	81%	72%	75%	73%	63%
UGI-Electric	88%	80%	75%	81%	75%	73%
West Penn	85%	78%	75%	73%	70%	66%
<b>Industry Average</b>	<b>85%</b>	<b>79%</b>	<b>75%</b>	<b>76%</b>	<b>71%</b>	<b>69%</b>

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

**Table 1B**  
**EDC Survey Results 2021-2023**

Company	Satisfaction with EDC Representative's Handling of Contact*		
	2021	2022	2023
Duquesne	89%	88%	88%
Met-Ed	92%	93%	87%
PECO	91%	90%	86%
Penelec	93%	92%	90%
Penn Power	94%	93%	88%
PPL	90%	89%	76%
UGI-Electric	92%	88%	86%
West Penn	93%	94%	90%
<b>Industry Average</b>	<b>92%</b>	<b>91%</b>	<b>87%</b>

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

**Table 2**  
**Overall Satisfaction with EDC Contact: Credit/Collection v. Other Calls 2021-2023**

Company	Overall			Credit/Collection			Other*		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Duquesne	85%	81%	81%	90%	81%	81%	84%	80%	82%
Met-Ed	89%	86%	81%	89%	87%	76%	89%	85%	82%
PECO	87%	87%	81%	93%	82%	85%	87%	89%	79%
Penelec	90%	86%	82%	87%	88%	78%	90%	85%	84%
Penn Power	90%	90%	85%	89%	91%	86%	90%	89%	85%
PPL	86%	85%	76%	90%	89%	77%	86%	82%	76%
UGI-Electric	87%	79%	79%	92%	87%	85%	87%	77%	77%
West Penn	91%	89%	85%	84%	92%	83%	91%	88%	86%
<b>Industry Average</b>	<b>88%</b>	<b>86%</b>	<b>82%</b>	<b>89%</b>	<b>87%</b>	<b>81%</b>	<b>88%</b>	<b>85%</b>	<b>82%</b>

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

**Table 3**  
**Contacting an EDC 2021-2023**

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**		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Duquesne	80%	72%	74%	79%	65%	69%	74%	71%	63%
Met-Ed	76%	70%	65%	77%	69%	65%	79%	75%	69%
PECO	82%	79%	75%	81%	75%	74%	83%	81%	77%
Penelec	68%	78%	68%	73%	67%	66%	75%	69%	67%
Penn Power	73%	72%	68%	73%	70%	68%	77%	74%	70%
PPL	76%	74%	66%	76%	72%	60%	78%	70%	62%
UGI-Electric	83%	76%	75%	82%	72%	71%	85%	74%	75%
West Penn	78%	69%	69%	72%	69%	67%	80%	73%	68%
<b>Industry Average</b>	<b>77%</b>	<b>72%</b>	<b>70%</b>	<b>77%</b>	<b>70%</b>	<b>68%</b>	<b>78%</b>	<b>73%</b>	<b>69%</b>

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

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

**Table 4**  
**Consumer Ratings of EDC Representatives 2021-2023**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2021	2022	2023	2021	2022	2023
Duquesne	95%	91%	92%	92%	87%	88%
Met-Ed	95%	96%	91%	92%	94%	89%
PECO	95%	94%	93%	92%	90%	88%
Penelec	96%	94%	94%	93%	92%	91%
Penn Power	96%	95%	92%	95%	92%	91%
PPL	95%	93%	88%	92%	88%	78%
UGI-Electric	96%	95%	92%	91%	85%	87%
West Penn	96%	97%	94%	94%	94%	90%
<b>Industry Average</b>	<b>95%</b>	<b>94%</b>	<b>92%</b>	<b>93%</b>	<b>90%</b>	<b>88%</b>

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

**Table 5A**  
**Premises Visit from an EDC Field Representative 2021-2023**

Company	Field Rep's Courtesy*			Field Rep's Knowledge**			Field Rep's Respect for Property		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Duquesne	90%	100%	100%	85%	100%	93%	78%	78%	78%
Met-Ed	77%	100%	94%	77%	100%	88%	70%	81%	81%
PECO	97%	96%	99%	94%	100%	98%	89%	90%	96%
Penelec	100%	100%	100%	100%	100%	100%	72%	76%	83%
Penn Power	100%	100%	100%	90%	89%	100%	83%	73%	86%
PPL	93%	100%	98%	90%	100%	90%	91%	97%	89%
UGI-Electric	86%	89%	98%	77%	81%	93%	83%	72%	88%
West Penn	100%	86%	89%	100%	86%	78%	87%	77%	70%
<b>Industry Average</b>	<b>92%</b>	<b>95%</b>	<b>98%</b>	<b>88%</b>	<b>93%</b>	<b>94%</b>	<b>84%</b>	<b>81%</b>	<b>86%</b>

\*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.

\*\*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.

**Table 5B**  
**Premises Visit from an EDC Field Representative 2021-2023**

Company	Satisfaction that Field Rep Responded Promptly*			Satisfaction that Work Completed in a Timely Manner**			Overall Satisfaction with the Way Premises Visit Handled		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Duquesne	68%	69%	71%	81%	100%	74%	84%	76%	74%
Met-Ed	67%	62%	76%	86%	85%	93%	72%	81%	86%
PECO	69%	73%	68%	79%	93%	90%	83%	87%	88%
Penelec	85%	82%	84%	94%	72%	89%	90%	72%	89%
Penn Power	84%	75%	84%	87%	95%	97%	80%	77%	85%
PPL	79%	81%	76%	85%	91%	85%	87%	91%	87%
UGI-Electric	67%	74%	68%	76%	81%	88%	84%	76%	89%
West Penn	79%	84%	74%	90%	92%	83%	88%	85%	73%
<b>Industry Average</b>	<b>74%</b>	<b>74%</b>	<b>74%</b>	<b>84%</b>	<b>87%</b>	<b>88%</b>	<b>85%</b>	<b>81%</b>	<b>85%</b>

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

\*\*Percent of consumers who 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 2023 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	713	83%	17%	75%	89%	4%
Met-Ed	712	96%	4%	72%	94%	7%
PECO	712	93%	7%	70%	89%	10%
Penelec	712	96%	4%	70%	94%	4%
Penn Power	708	98%	2%	73%	94%	6%
PPL	712	98%	2%	61%	73%	8%
UGI-Electric	705	94%	6%	65%	96%	10%
West Penn	712	97%	3%	72%	93%	6%
<b>Industry Average</b>	<b>711</b>	<b>94%</b>	<b>6%</b>	<b>70%</b>	<b>91%</b>	<b>7%</b>

**Table 7A**  
**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%
<b>Industry Average</b>	<b>15%</b>	<b>35%</b>	<b>9%</b>	<b>26%</b>	<b>4%</b>	<b>10%</b>

**Table 7B**  
**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%
<b>Industry Average</b>	<b>17%</b>	<b>33%</b>	<b>10%</b>	<b>26%</b>	<b>4%</b>	<b>10%</b>

**Table 7C**  
**2023 EDC Survey Participants Reason for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	14%	51%	4%	20%	5%	6%
Met-Ed	7%	35%	3%	45%	3%	7%
PECO	15%	47%	10%	15%	3%	11%
Penelec	10%	32%	3%	45%	3%	7%
Penn Power	9%	33%	3%	47%	2%	8%
PPL	8%	40%	26%	4%	11%	11%
UGI-Electric	17%	51%	8%	14%	3%	7%
West Penn	10%	36%	3%	40%	3%	7%
<b>Industry Average</b>	<b>11%</b>	<b>41%</b>	<b>8%</b>	<b>29%</b>	<b>4%</b>	<b>8%</b>

**Table 8**  
**12-Month Average Number of EDC Residential Customers 2023**

Company	Average Number of Residential Customers*
Duquesne	548,072
Met-Ed	518,166
PECO	1,548,540
Penelec	500,775
Penn Power	149,685
PPL	1,262,117
UGI-Electric	55,185
West Penn	632,879
<b>Total</b>	<b>5,215,419</b>

\*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). PECO reports combined Electric and Gas customers.

# Appendix B

**Table 1A**  
**NGDC Survey Results 2021-2023**

Company	Satisfaction with Ease of Reaching the Company**			Satisfaction with Using NGDC's Automated Phone System**		
	2021	2022	2023	2021	2022	2023
Columbia	86%	85%	81%	84%	83%	78%
NFG	91%	87%	86%	N/A	N/A	N/A
Peoples	90%	84%	84%	82%	78%	79%
PGW	88%	74%	84%	83%	75%	79%
UGI-Gas	91%	82%	80%	85%	75%	79%
<b>Industry Average</b>	<b>89%</b>	<b>82%</b>	<b>83%</b>	<b>83%</b>	<b>78%</b>	<b>79%</b>

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

**Table 1B**  
**NGDC Survey Results 2021-2023**

Company	Satisfaction with NGDC Representative's Handling of Contact*		
	2021	2022	2023
Columbia	93%	93%	91%
NFG	94%	92%	91%
Peoples	93%	94%	91%
PGW	92%	91%	92%
UGI-Gas	93%	90%	91%
<b>Industry Average</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>

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

**Table 2**  
**Overall Satisfaction with NGDC Contact: Credit/Collection v. Other Calls 2021-2023**

Company	Overall			Credit/Collection			Other*		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Columbia	89%	89%	87%	92%	90%	85%	87%	89%	88%
NFG	92%	89%	88%	91%	88%	86%	93%	89%	89%
Peoples	90%	91%	89%	91%	89%	91%	89%	91%	88%
PGW	89%	86%	87%	93%	88%	88%	87%	91%	86%
UGI-Gas	90%	86%	83%	91%	93%	80%	89%	87%	83%
<b>Industry Average</b>	<b>89%</b>	<b>88%</b>	<b>86%</b>	<b>92%</b>	<b>89%</b>	<b>86%</b>	<b>89%</b>	<b>88%</b>	<b>87%</b>

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

**Table 3**  
**Contacting an NGDC 2021-2023**

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**		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Columbia	82%	76%	77%	83%	80%	78%	83%	81%	75%
NFG	N/A	N/A	NA	NA	N/A	N/A	90%	86%	85%
Peoples	78%	76%	78%	81%	76%	80%	84%	78%	77%
PGW	82%	75%	80%	81%	75%	78%	82%	73%	83%
UGI-Gas	81%	76%	77%	81%	72%	76%	86%	75%	78%
<b>Industry Average</b>	<b>81%</b>	<b>76%</b>	<b>78%</b>	<b>81%</b>	<b>76%</b>	<b>78%</b>	<b>85%</b>	<b>78%</b>	<b>80%</b>

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

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

**Table 4**  
**Consumer Ratings of NGDC Representatives 2021-2023**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2021	2022	2023	2021	2022	2023
Columbia	96%	99%	95%	94%	94%	92%
NFG	95%	96%	95%	94%	91%	90%
Peoples	94%	97%	94%	93%	93%	91%
PGW	94%	95%	95%	93%	92%	92%
UGI-Gas	95%	94%	95%	93%	90%	91%
<b>Industry Average</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>

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

**Table 5A**  
**Premises Visit from an NGDC Field Representative 2021-2023**

Company	Field Rep's Courtesy*			Field Rep's Knowledge**			Field Rep's Respect for Property		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Columbia	95%	92%	96%	92%	92%	95%	91%	87%	96%
NFG	97%	90%	98%	95%	83%	96%	90%	95%	88%
Peoples	96%	100%	95%	97%	97%	93%	89%	94%	93%
PGW	97%	96%	97%	94%	98%	98%	93%	93%	94%
UGI-Gas	97%	98%	98%	96%	91%	93%	96%	86%	90%
<b>Industry Average</b>	<b>97%</b>	<b>96%</b>	<b>97%</b>	<b>95%</b>	<b>93%</b>	<b>95%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>

\*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.

\*\*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.

**Table 5B**  
**Premises Visit from an NGDC Field Representative 2021-2023**

Company	Satisfaction that Field Rep Responded Promptly*			Satisfaction that Work Completed in a Timely Manner**			Overall Satisfaction with the Way Premises Visit Handled		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Columbia	84%	90%	90%	92%	90%	95%	91%	87%	94%
NFG	89%	85%	80%	93%	87%	93%	88%	87%	87%
Peoples	82%	86%	90%	83%	92%	92%	89%	96%	91%
PGW	85%	85%	86%	96%	89%	85%	90%	95%	95%
UGI-Gas	87%	86%	82%	91%	89%	89%	95%	82%	87%
<b>Industry Average</b>	<b>86%</b>	<b>86%</b>	<b>85%</b>	<b>91%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>	<b>90%</b>	<b>91%</b>

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

\*\*Percent of consumers who 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 2023 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	713	97%	3%	76%	75%	10%
NFG	714	98%	2%	N/A	94%	22%
Peoples	713	95%	5%	72%	91%	17%
PGW	710	90%	10%	70%	96%	17%
UGI-Gas	714	96%	4%	67%	97%	20%
<b>Industry Average</b>	<b>713</b>	<b>95%</b>	<b>5%</b>	<b>71%</b>	<b>90%</b>	<b>17%</b>

**Table 7A**  
**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%
<b>Industry Average</b>	<b>22%</b>	<b>46%</b>	<b>5%</b>	<b>19%</b>	<b>1%</b>	<b>7%</b>

\*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**  
**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%
<b>Industry Average</b>	<b>22%</b>	<b>46%</b>	<b>5%</b>	<b>19%</b>	<b>1%</b>	<b>8%</b>

**Table 7C**  
**2023 NGDC Survey Participants Reasons for Contact**

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	14%	65%	5%	10%	1%	5%
NFG	14%	43%	3%	23%	3%	13%
Peoples	12%	55%	5%	20%	2%	5%
PGW	18%	44%	5%	25%	3%	6%
UGI-Gas	12%	48%	8%	19%	4%	9%
<b>Industry Average</b>	<b>14%</b>	<b>51%</b>	<b>5%</b>	<b>19%</b>	<b>3%</b>	<b>8%</b>

**Table 8**  
**12-Month Average Number of NGDC Residential Customers 2023**

Company	Average Number of Residential Customers*
Columbia	411,279
NFG	196,411
Peoples	594,658
PGW	483,705
UGI-Gas	624,914
<b>Total</b>	<b>2,310,967</b>

\*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).



The Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120  
1-800-692-7380  
[www.puc.pa.gov](http://www.puc.pa.gov)

