

2021 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2021 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Residential Customers 12-Month Avg	Not on Arrangement # Overdue Customers 12-Month Avg	Not on Arrangement Overdue Percent
Duquesne	\$ 609,464,880	\$ 16,401,937	2.69%	\$ 4,882,830	\$ 11,519,107	1.89%	29.77%	44,828	498,472	543,300	54,388	10.01%
Met Ed	\$ 652,803,005	\$ 12,067,089	1.85%	\$ 3,130,435	\$ 8,936,654	1.37%	25.94%	146,224	365,992	512,216	54,362	10.61%
PECO	\$ 2,507,305,990	\$ 32,968,358	1.31%	\$ 10,109,421	\$ 22,858,937	0.91%	30.66%	616,953	913,393	1,530,346	221,647	14.48%
Penelec	\$ 582,846,673	\$ 12,539,131	2.15%	\$ 3,481,373	\$ 9,057,758	1.55%	27.76%	88,930	412,886	501,816	54,169	10.79%
Penn Power	\$ 195,167,327	\$ 2,394,623	1.23%	\$ 754,093	\$ 1,640,530	0.84%	31.49%	32,073	116,065	148,138	13,798	9.31%
PPL	\$ 2,065,591,575	\$ 45,878,601	2.22%	\$ 17,514,707	\$ 28,363,894	1.37%	38.18%	472,456	778,740	1,251,196	115,070	9.20%
West Penn Pwr	\$ 669,041,945	\$ 10,780,567	1.61%	\$ 3,273,187	\$ 7,507,380	1.12%	30.36%	157,081	475,334	632,415	61,526	9.73%
ELECTRIC	\$ 7,282,221,395	\$ 133,030,306	1.83%	\$ 43,146,046	\$ 89,884,260	1.23%	32.43%	1,558,545	3,560,882	5,119,427	574,960	11.23%
Columbia	\$ 477,280,261	\$ 10,761,148	2.25%	\$ 3,372,205	\$ 7,388,943	1.55%	31.34%	403,094	4,798	407,892	24,737	6.06%
NFG	\$ 145,155,802	\$ 2,047,895	1.41%	\$ 1,184,699	\$ 863,196	0.59%	57.85%	196,561	1,446	198,007	27,271	13.77%
Peoples	\$ 509,264,056	\$ 9,696,316	1.90%	\$ 546,003	\$ 9,150,313	1.80%	5.63%	590,325	2,764	593,089	55,187	9.31%
PGW	\$ 521,228,457	\$ 21,599,262	4.14%	\$ 2,460,871	\$ 19,138,391	3.67%	11.39%	473,514	15,303	488,817	112,799	23.08%
UGI-Gas	\$ 526,986,632	\$ 16,204,625	3.07%	\$ 4,248,406	\$ 11,956,219	2.27%	26.22%	582,650	28,981	611,631	66,113	10.81%
GAS	\$ 2,179,915,208	\$ 60,309,246	2.77%	\$ 11,812,184	\$ 48,497,062	2.22%	19.59%	2,246,144	53,292	2,299,436	286,107	12.44%
TOTAL	\$ 9,462,136,603	\$ 193,339,552		\$ 54,958,230	\$ 138,381,322			3,804,689	3,614,174	7,418,863	861,067	

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

2021 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Residential Customers 12-Month Avg	Not on Arrangement # Overdue Customers 12-Month Avg	Not on Arrangement Overdue Percent
Aqua	\$ 339,333,249	\$ 4,019,868	1.18%	\$ 1,262,088	\$ 2,757,780	0.81%	31.40%	3,204	406,207	409,411	41,026	10.02%
PAWC	\$ 455,487,707	\$ 7,544,732	1.66%	\$ 479,477	\$ 7,065,255	1.55%	6.36%	112,361	520,397	632,758	86,012	13.59%
Audubon	\$ 1,476,693	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	0	2,687	2,687	64	2.38%
Columbia Water	\$ 4,233,178	\$ 10,681	0.25%	\$ -	\$ 10,681	0.25%	0.00%	0	9,838	9,838	311	3.16%
Community Utilities	\$ 2,930,140	\$ 260,098	8.88%	\$ -	\$ 260,098	8.88%	0.00%	0	2,647	2,647	539	20.36%
Newtown Artesian	\$ 4,080,949	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	0	9,649	9,649	307	3.18%
Veolia Bethel (FKA Suez Bethel)	\$ 804,908	\$ 1,844	0.23%	\$ 1,901	\$ (57)	-0.01%	103.09%	0	2,450	2,450	157	6.41%
Veolia PA (FKA Suez PA)	\$ 33,501,297	\$ 317,976	0.95%	\$ 18,642	\$ 299,334	0.89%	5.86%	821	57,354	58,175	4,268	7.34%
York	\$ 33,885,850	\$ 204,692	0.60%	\$ 51,575	\$ 153,117	0.45%	25.20%	0	63,323	63,323	7,048	11.13%
Other Class A	\$ 80,913,015	\$ 795,291	0.98%	\$ 72,118	\$ 723,173	0.89%	9.07%	821	147,948	148,769	12,694	8.53%
WATER	\$ 875,733,971	\$ 12,359,891	1.41%	\$ 1,813,683	\$ 10,546,208	1.20%	14.67%	116,386	1,074,552	1,190,938	139,732	11.73%

In 2021, several water utilities began reporting heating accounts separately.

2021 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Residential Customers 12-Month Avg	Not on Arrangement # Overdue Customers 12-Month Avg	Not on Arrangement Overdue Percent
PWSA	\$ 121,013,076	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	826	97,089	97,915	25,851	26.40%
MUNICIPAL	\$ 121,013,076	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	826	97,089	97,915	25,851	26.40%

2021 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2021 Company	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Weighted Arrearage	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg	Arrangements Average Arrearage	Arrangements Weighted Arrearage	Percent of Dollars in Arrangements	Percent of Overdue Cust. in Arrangements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue
Duquesne	\$ 13,115,902	\$ 241.15	2.61	12,445	2.29%	\$ 16,096,683	\$ 1,293.43	13.97	55.10%	18.62%	66,833	12.30%	\$ 29,212,585
Met Ed	\$ 17,209,124	\$ 316.57	2.97	20,140	3.93%	\$ 29,844,036	\$ 1,481.83	13.92	63.43%	27.03%	74,502	14.55%	\$ 47,053,160
PECO	\$ 87,437,961	\$ 394.49	3.79	54,448	3.56%	\$ 55,376,180	\$ 1,017.05	9.78	38.77%	19.72%	276,095	18.04%	\$ 142,814,141
Penelec	\$ 17,748,581	\$ 327.65	3.37	21,219	4.23%	\$ 34,129,852	\$ 1,608.46	16.56	65.79%	28.15%	75,388	15.02%	\$ 51,878,433
Penn Power	\$ 4,799,983	\$ 347.88	3.17	5,204	3.51%	\$ 8,759,439	\$ 1,683.21	15.33	64.60%	27.39%	19,002	12.83%	\$ 13,559,422
PPL	\$ 63,433,044	\$ 551.26	4.06	65,908	5.27%	\$ 62,558,194	\$ 949.17	7.00	49.65%	36.42%	180,978	14.46%	\$ 125,991,238
West Penn Pwr	\$ 19,628,964	\$ 319.04	3.62	21,337	3.37%	\$ 35,971,437	\$ 1,685.87	19.11	64.70%	25.75%	82,863	13.10%	\$ 55,600,401
ELECTRIC	223,373,559	\$ 388.50	3.71	200,701	3.92%	\$ 242,735,821	\$ 1,209.44	11.54	52.08%	25.87%	775,661	15.15%	\$ 466,109,380
Columbia	\$ 5,908,152	\$ 238.84	2.43	14,602	3.58%	\$ 15,476,376	\$ 1,059.88	10.78	72.37%	37.12%	39,339	9.64%	\$ 21,384,528
NFG	\$ 9,437,961	\$ 346.08	5.54	3,529	1.78%	\$ 2,657,638	\$ 753.09	12.06	21.97%	11.46%	30,800	15.56%	\$ 12,095,599
Peoples	\$ 11,671,390	\$ 211.49	2.85	11,851	2.00%	\$ 11,294,258	\$ 953.02	12.84	49.18%	17.68%	67,038	11.30%	\$ 22,965,648
PGW	\$ 63,974,421	\$ 567.15	6.54	16,714	3.42%	\$ 21,992,198	\$ 1,315.80	15.17	25.58%	12.91%	129,513	26.50%	\$ 85,966,619
UGI-Gas	\$ 13,933,448	\$ 210.75	2.74	16,018	2.62%	\$ 19,240,805	\$ 1,201.20	15.63	58.00%	19.50%	82,131	13.43%	\$ 33,174,253
GAS	\$ 104,925,372	\$ 366.73	4.60	62,714	2.73%	\$ 70,661,275	\$ 1,126.72	14.13	40.24%	17.98%	348,821	15.17%	\$ 175,586,647
TOTAL	\$ 328,298,931			263,415		\$ 313,397,096					1,124,482		\$ 641,696,027

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

2021 Company	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Weighted Arrearage	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg	Arrangements Average Arrearage	Arrangements Weighted Arrearage	Percent of Dollars in Arrangements	Percent of Overdue Cust. in Arrangements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue
Aqua	\$ 4,776,631	\$ 116.43	1.67	12,188	2.98%	\$ 11,155,465	\$ 915.28	13.13	70.02%	22.90%	53,214	13.00%	\$ 15,932,096
PAWC	\$ 10,544,411	\$ 122.59	1.94	19,868	3.14%	\$ 23,906,481	\$ 1,203.27	19.08	69.39%	18.76%	105,880	16.73%	\$ 34,450,892
Audubon	\$ 6,501	\$ 101.58	0.73	5	0.19%	\$ 2,541	\$ 508.20	3.63	28.10%	7.25%	69	2.57%	\$ 9,042
Columbia Water	\$ 31,498	\$ 101.28	2.13	87	0.88%	\$ 20,943	\$ 240.72	5.06	39.94%	21.86%	398	4.05%	\$ 52,441
Community Utilities	\$ 200,393	\$ 371.79	4.02	46	1.74%	\$ 24,165	\$ 525.33	5.68	10.76%	7.86%	585	22.10%	\$ 224,558
Newtown Artesian	\$ 69,270	\$ 225.64	4.31	15	0.16%	\$ 4,011	\$ 267.40	5.11	5.47%	4.66%	322	3.34%	\$ 73,281
Veolia Bethel (FKA Suez Bethel)	\$ 9,734	\$ 62.00	2.26	1	0.04%	\$ 112	\$ 112.00	4.09	1.14%	0.63%	158	6.45%	\$ 9,846
Veolia PA (FKA Suez PA)	\$ 491,262	\$ 115.10	2.46	518	0.89%	\$ 163,484	\$ 315.61	6.74	24.97%	10.82%	4,786	8.23%	\$ 654,746
York	\$ 271,836	\$ 38.57	0.80	1,101	1.74%	\$ 674,319	\$ 612.46	12.76	71.27%	13.51%	8,149	12.87%	\$ 946,155
Other Class A	\$ 1,080,494	\$ 85.12	1.31	1,773	1.19%	\$ 889,575	\$ 501.73	7.73	45.15%	12.26%	14,467	9.72%	\$ 1,970,069
WATER	\$ 16,401,536	\$ 117.38	1.78	33,829	2.84%	\$ 35,951,521	\$ 1,062.74	16.12	68.67%	19.49%	173,561	14.57%	\$ 52,353,057

In 2021, several water utilities began reporting heating accounts separately.

2021 Company	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Weighted Arrearage	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg	Arrangements Average Arrearage	Arrangements Weighted Arrearage	Percent of Dollars in Arrangements	Percent of Overdue Cust. in Arrangements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue
PWSA	\$ 13,199,566	\$ 510.60	4.28	2,715	2.77%	\$ 4,034,867	\$ 1,486.14	12.46	23.41%	9.50%	28,566	29.17%	\$ 17,234,433
MUNICIPAL	\$ 13,199,566	\$ 510.60	4.28	2,715	2.77%	\$ 4,034,867	\$ 1,486.14	12.46	23.41%	9.50%	28,566	29.17%	\$ 17,234,433

2021 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2021 Company	Total Average Arrearage	Total Weighted Arrearage	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants
Duquesne	\$ 437.10	4.72	30,945	5.70%	24,848	80.30%	\$ 110.00	\$ 91.00	\$ 92.57	4.79%	\$ 5,650,501	4,502	\$ 1,983,298	10,583
Met Ed	\$ 631.57	5.93	26,941	5.26%	23,842	88.50%	\$ 130.00	\$ 97.00	\$ 106.42	7.21%	\$ 14,477,392	10,063	\$ 8,908,222	25,187
PECO	\$ 517.26	4.97	76,487	5.00%	66,909	87.48%	\$ 96.26	\$ 107.49	\$ 104.04	5.70%	\$ 19,187,292	17,486	\$ 10,666,413	18,749
Penelec	\$ 688.15	7.08	20,354	4.06%	16,094	79.07%	\$ 121.00	\$ 92.00	\$ 97.14	8.90%	\$ 14,575,137	10,364	\$ 9,372,514	20,928
Penn Power	\$ 713.58	6.50	2,416	1.63%	1,844	76.32%	\$ 149.00	\$ 99.00	\$ 109.83	6.95%	\$ 3,072,511	2,099	\$ 1,833,184	5,374
PPL	\$ 696.17	5.13	30,843	2.47%	22,309	72.33%	\$ 166.42	\$ 116.93	\$ 135.62	6.10%	\$ 10,676,233	18,644	\$ 17,251,801	5,838
West Penn Pwr	\$ 670.99	7.61	16,147	2.55%	12,882	79.78%	\$ 113.00	\$ 80.00	\$ 88.20	8.31%	\$ 12,841,965	9,529	\$ 7,994,749	24,268
ELECTRIC	\$ 600.92	5.73	204,133	3.99%	168,728	82.66%	\$ 126.53	\$ 97.63	\$ 104.83	6.40%	\$ 80,481,031	72,687	\$ 58,010,181	110,927
Columbia	\$ 543.60	5.53	9,760	2.39%	5,503	56.38%	\$ 99.00	\$ 44.00	\$ 98.35	4.48%	\$ 3,087,170	1,410	\$ 984,686	7,748
NFG	\$ 392.71	6.29	7,091	3.58%	5,095	71.85%	\$ 62.70	\$ 27.20	\$ 62.44	8.33%	\$ 715,813	5,962	\$ 2,981,273	30
Peoples	\$ 342.58	4.62	23,754	4.01%	18,349	77.25%	\$ 74.46	\$ 23.60	\$ 74.22	4.51%	\$ 5,424,383	20,166	\$ 12,840,414	9,478
PGW	\$ 663.77	7.65	15,669	3.21%	10,567	67.44%	\$ 88.12	\$ 44.48	\$ 86.75	16.49%	\$ 1,050,275	16,995	\$ 12,480,378	4,742
UGI-Gas	\$ 403.92	5.26	23,013	3.76%	17,239	74.91%	\$ 78.51	\$ 43.00	\$ 76.83	6.30%	\$ 8,157,817	8,295	\$ 6,031,926	38,620
GAS	\$ 503.37	6.31	79,287	3.45%	56,753	71.58%	\$ 80.56	\$ 36.46	\$ 79.72	8.05%	\$ 18,435,458	52,828	\$ 35,318,677	60,618
TOTAL			283,420		225,481						\$ 98,916,489	125,515	\$ 93,328,858	171,545

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2021 Company	Total Average Arrearage	Total Weighted Arrearage	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants
Aqua	\$ 299.40	4.29	7,070	1.73%	5,090	71.99%	\$ 74.45	\$ 69.68	\$ 69.72	4.70%	\$ 2,020,201	3,215	\$ 1,046,295	0
PAWC	\$ 325.38	5.16	20,340	3.21%	14,239	70.00%	\$ 68.00	\$ 62.00	\$ 63.07	7.56%	\$ 3,519,355	6,957	\$ 3,151,621	0
Audubon	\$ 131.04	0.94	7	0.26%	5	71.43%	\$ -	\$ 140.00	\$ 140.00	0.61%	\$ 42,471	13	\$ 2,410	0
Columbia Water	\$ 131.76	2.77	132	1.34%	118	89.39%	\$ -	\$ 47.56	\$ 47.56	1.24%	\$ 29,214	86	\$ 10,051	102
Community Utilities	\$ 383.86	4.15	25	0.94%	15	60.00%	\$ -	\$ 92.43	\$ 92.43	7.66%	\$ -	3	\$ 296	0
Newtown Artesian	\$ 227.58	4.35	18	0.19%	13	72.22%	\$ -	\$ 52.32	\$ 52.32	1.80%	\$ 9,000	0	\$ -	0
Veolia Bethel (FKA Suez Bethel)	\$ 62.32	2.27	-	0.00%	-	0.00%	\$ 27.40	\$ 27.40	\$ 27.40	1.22%	\$ 25,150	8	\$ 427	0
Veolia PA (FKA Suez PA)	\$ 136.80	2.92	367	0.63%	180	49.05%	\$ 46.82	\$ 46.82	\$ 46.82	1.95%	\$ 1,247,020	475	\$ 80,397	0
York	\$ 116.11	2.42	495	0.78%	217	43.84%	\$ -	\$ 48.00	\$ 48.00	2.79%	\$ 301,827	420	\$ 55,944	0
Other Class A	\$ 136.18	2.10	1,044	0.70%	548	52.49%	\$ 10.60	\$ 64.93	\$ 64.93	2.43%	\$ 1,654,682	1,005	\$ 149,525	102
WATER	\$ 301.64	4.58	28,454	2.39%	19,877	69.86%	\$ 51.02	\$ 65.54	\$ 65.91	5.98%	\$ 7,194,238	11,177	\$ 4,347,441	102

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PWSA	\$ 603.32	5.06	177	0.18%	257	145.20%	\$ 136.98	\$ 119.15	\$ 119.30	14.24%	\$ 1,063,837	4,213	\$ 8,223,347	0
MUNICIPAL	\$ 603.32	5.06	177	0.18%	257	145.20%	\$ 136.98	\$ 119.15	\$ 119.30	14.24%	\$ 1,063,837	4,213	\$ 8,223,347	-

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Duquesne	\$ 1,755,610	10,802	\$ 2,565,842	34,766	\$ 5,648,675
Met Ed	\$ 5,117,174	6,707	\$ 1,834,760	66,336	\$ 15,852,648
PECO	\$ 3,282,810	17,755	\$ 3,560,185	69,680	\$ 16,170,009
Penelec	\$ 3,746,391	5,516	\$ 1,440,963	53,087	\$ 11,678,506
Penn Power	\$ 999,555	1,111	\$ 289,443	14,197	\$ 2,952,191
PPL	\$ 1,328,136	648	\$ 213,353	7,156	\$ 1,640,515
West Penn Pwr	\$ 4,142,833	5,278	\$ 1,364,271	62,961	\$ 13,209,584
ELECTRIC	\$ 20,372,509	47,817	\$ 11,268,817	308,183	\$ 67,152,128
Columbia	\$ 2,065,356	1,929	\$ 442,776	14,065	\$ 2,464,563
NFG	\$ 8,700	10	\$ 4,760	147	\$ 45,073
Peoples	\$ 1,269,660	2,868	\$ 509,927	11,409	\$ 1,277,233
PGW	\$ 958,831	336	\$ 73,307	6,256	\$ 1,715,976
UGI-Gas	\$ 6,033,129	17	\$ 2,470	50,792	\$ 7,013,176
GAS	\$ 10,335,676	5,160	\$ 1,033,240	82,669	\$ 12,516,021
TOTAL	\$ 30,708,185	52,977	\$ 12,302,057	390,852	\$ 79,668,149

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2021 Company	Total \$ Security Deposits Applicants	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand
Aqua	\$ -	0	\$ -	0	\$ -
PAWC	\$ -	0	\$ -	0	\$ -
Audubon	\$ -	0	\$ -	0	\$ -
Columbia Water	\$ 5,100	0	\$ -	640	\$ 32,000
Community Utilities	\$ -	0	\$ -	0	\$ -
Newtown Artesian	\$ -	1	\$ 100	1	\$ 140
Veolia Bethel (FKA Suez Bethel)	\$ -	0	\$ -	0	\$ -
Veolia PA (FKA Suez PA)	\$ -	0	\$ -	0	\$ -
York	\$ -	0	\$ -	0	\$ -
Other Class A	\$ 5,100	1	\$ 100	641	\$ 32,140
WATER	\$ 5,100	1	\$ 100	641	\$ 32,140

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2021 Company	Total \$ Security Deposits Applicants	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand
PWSA	\$ -	0	\$ -	0	\$ -
MUNICIPAL	\$ -	-	\$ -	-	\$ -