

2019 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2019 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Customers	Not on Arrangement Overdue Customers	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue	Not on Arrangement Average Arrearage	Not on Arrangement Weighted Arrearage	Arrangements Overdue Customers
Duquesne	\$ 554,560,188	\$ 14,436,076	2.60%	\$ 6,194,645	\$ 8,241,431	1.49%	42.91%	538,534	63,023	11.70%	\$ 10,388,819	\$ 164.84	1.92	12,898
Met.Ed.	\$ 613,381,575	\$ 14,939,366	2.44%	\$ 2,425,578	\$ 12,513,788	2.04%	16.24%	504,685	77,113	15.28%	\$ 16,801,748	\$ 217.88	2.15	25,555
PECO	\$ 2,497,022,637	\$ 30,645,751	1.23%	\$ 10,732,227	\$ 19,913,524	0.80%	35.02%	1,505,328	253,428	16.84%	\$ 61,084,925	\$ 241.03	2.29	23,838
Penelec	\$ 566,400,530	\$ 15,212,941	2.69%	\$ 2,623,602	\$ 12,589,339	2.22%	17.25%	500,877	78,548	15.68%	\$ 19,063,551	\$ 242.70	2.58	27,131
Penn Power	\$ 183,772,688	\$ 3,448,167	1.88%	\$ 480,808	\$ 2,967,359	1.61%	13.94%	146,018	18,806	12.88%	\$ 4,863,621	\$ 258.62	2.46	6,416
PPL	\$ 2,002,641,111	\$ 51,249,852	2.56%	\$ 18,898,493	\$ 32,351,359	1.62%	36.88%	1,233,837	126,859	10.28%	\$ 49,582,822	\$ 390.85	2.94	69,227
West Penn Pwr	\$ 695,021,554	\$ 16,109,498	2.32%	\$ 2,411,318	\$ 13,698,180	1.97%	14.97%	627,499	86,477	13.78%	\$ 19,308,743	\$ 223.28	2.40	26,519
ELECTRIC	\$ 7,112,800,283	\$ 146,041,651	2.05%	\$ 43,766,671	\$ 102,274,980	1.44%	29.97%	5,056,778	704,254	13.93%	\$ 181,094,229	\$ 257.14	2.51	191,584
Columbia	\$ 431,312,024	\$ 8,903,865	2.06%	\$ 3,620,296	\$ 5,283,569	1.22%	40.66%	400,044	26,165	6.54%	\$ 3,674,251	\$ 140.43	1.46	16,875
NFG	\$ 146,182,599	\$ 4,166,463	2.85%	\$ 1,215,155	\$ 2,951,308	2.02%	29.17%	196,778	28,829	14.65%	\$ 5,674,040	\$ 196.82	3.07	4,293
Peoples	\$ 301,742,334	\$ 9,322,215	3.09%	\$ 594,700	\$ 8,727,515	2.89%	6.38%	335,583	36,549	10.89%	\$ 6,693,711	\$ 183.14	2.38	10,014
Peoples-Equitable	\$ 216,474,649	\$ 6,626,698	3.06%	\$ 477,646	\$ 6,149,052	2.84%	7.21%	247,801	29,335	11.84%	\$ 4,848,755	\$ 165.29	2.21	7,447
PGW	\$ 537,592,266	\$ 32,545,577	6.05%	\$ 6,348,616	\$ 26,196,961	4.87%	19.51%	480,347	98,228	20.45%	\$ 39,467,937	\$ 401.80	4.41	19,211
UGI-Gas	\$ 259,406,139	\$ 10,153,148	3.91%	\$ 3,368,425	\$ 6,784,723	2.62%	33.18%	367,175	43,507	11.85%	\$ 6,240,914	\$ 143.45	2.18	12,980
UGI-Penn Natural	\$ 164,890,204	\$ 5,893,436	3.57%	\$ 2,260,134	\$ 3,633,302	2.20%	38.35%	157,025	18,289	11.65%	\$ 3,613,853	\$ 197.60	2.18	7,322
GAS	\$ 2,057,600,215	\$ 77,611,402	3.77%	\$ 17,884,972	\$ 59,726,430	2.90%	23.04%	2,184,753	280,902	12.86%	\$ 70,213,461	\$ 249.96	3.13	78,142
TOTAL	\$ 9,170,400,498	\$ 223,653,053		\$ 61,651,643	\$ 162,001,410			7,241,531	985,156		\$ 251,307,690			269,726

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

2019 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Customers	Not on Arrangement Overdue Customers	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue	Not on Arrangement Average Arrearage	Not on Arrangement Weighted Arrearage	Arrangements Overdue Customers
Aqua	\$ 303,103,923	\$ 2,213,798	0.73%	\$ 549,309	\$ 1,664,489	0.55%	24.81%	404,017	43,984	10.89%	\$ 3,881,016	\$ 88.24	1.35	11,899
PAWC	\$ 402,858,625	\$ 9,464,802	2.35%	\$ 2,478,161	\$ 6,986,641	1.73%	26.18%	613,434	91,081	14.85%	\$ 9,025,366	\$ 99.09	1.77	13,332
Audubon	\$ 1,223,155	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	2,712	71	2.62%	\$ 4,098	\$ 57.72	0.49	8
Columbia Wtr.	\$ 4,155,094	\$ 13,962	0.34%	\$ -	\$ 13,962	0.34%	0.00%	9,733	390	4.01%	\$ 21,547	\$ 55.25	1.21	60
Community Utilities	\$ 2,296,513	\$ 248,332	10.81%	\$ -	\$ 248,332	10.81%	0.00%	2,632	421	16.00%	\$ 47,559	\$ 112.97	1.54	7
Newtown Artesian*	\$ 3,474,433	\$ 2,299	0.07%	\$ -	\$ 2,299	0.07%	0.00%	9,625	319	3.31%	\$ 27,249	\$ 85.42	1.91	2
Suez	\$ 31,033,148	\$ 258,245	0.83%	\$ 35,622	\$ 222,623	0.72%	13.79%	56,266	4,663	8.29%	\$ 308,357	\$ 66.13	1.48	157
Suez-Bethel	\$ 758,296	\$ 2,253	0.30%	\$ 36	\$ 2,217	0.29%	1.60%	2,435	202	8.30%	\$ 9,290	\$ 45.99	1.77	1
York	\$ 32,237,449	\$ 292,350	0.91%	\$ 50,279	\$ 242,071	0.75%	17.20%	62,128	6,834	11.00%	\$ 275,162	\$ 40.26	0.84	515
Other Class A	\$ 75,178,088	\$ 817,441	1.09%	\$ 85,937	\$ 731,504	0.97%	10.51%	145,531	12,900	8.86%	\$ 693,262	\$ 53.74	0.94	750
WATER	\$ 781,140,636	\$ 12,496,041	1.60%	\$ 3,113,407	\$ 9,382,634	1.20%	24.92%	1,162,982	147,965	12.72%	\$ 13,599,644	\$ 91.91	1.61	25,981

*Newtown Artesian Not on Arrangement Overdue Customers estimated Mar-Sept and Dec based on averages for 2019 months with known data

2019 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Customers	Not on Arrangement Overdue Customers	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue	Not on Arrangement Average Arrearage	Not on Arrangement Weighted Arrearage	Arrangements Overdue Customers
PWSA	\$ 108,420,509	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	97,726	23,198	23.74%	\$ 10,800,619	\$ 465.58	4.35	3,307
MUNICIPAL	\$ 108,420,509	\$ -	0.00%	\$ -	\$ -	0.00%	#DIV/0!	97,726	23,198	23.74%	\$ 10,800,619	\$ 465.58	4.35	3,307

2019 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2019 Company	Arrangements Overdue Percent	Arrangements Dollars Overdue	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	Total Average Arrearage	Total Weighted Arrearage	Terminations	Termination Percent per Customer	Reconnections	Reconnect Ratio
Duquesne	2.40%	\$ 12,610,523	\$ 977.71	11.37	54.83%	16.99%	75,921	14.10%	\$ 22,999,342	\$ 302.94	3.52	27,688	5.14%	21,468	77.54%
Met.Ed.	5.06%	\$ 16,187,843	\$ 633.45	6.25	49.07%	24.89%	102,668	20.34%	\$ 32,989,591	\$ 321.32	3.17	26,076	5.17%	22,325	85.62%
PECO	1.58%	\$ 15,663,192	\$ 657.07	6.24	20.41%	8.60%	277,266	18.42%	\$ 76,748,117	\$ 276.80	2.63	92,977	6.18%	78,866	84.82%
Penelec	5.42%	\$ 18,095,576	\$ 666.97	7.10	48.70%	25.67%	105,679	21.10%	\$ 37,159,127	\$ 351.62	3.74	21,065	4.21%	16,095	76.41%
Penn Power	4.39%	\$ 4,529,286	\$ 705.94	6.73	48.22%	25.44%	25,222	17.27%	\$ 9,392,907	\$ 372.41	3.55	4,293	2.94%	3,449	80.34%
PPL	5.61%	\$ 34,653,397	\$ 500.58	3.77	41.14%	35.30%	196,086	15.89%	\$ 84,236,219	\$ 429.59	3.23	53,340	4.32%	39,001	73.12%
West Penn Pwr	4.23%	\$ 19,437,991	\$ 732.98	7.89	50.17%	23.47%	112,996	18.01%	\$ 38,746,734	\$ 342.90	3.69	19,743	3.15%	15,308	77.54%
ELECTRIC	3.79%	\$ 121,177,808	\$ 632.50	6.17	40.09%	21.39%	895,838	17.72%	\$ 302,272,037	\$ 337.42	3.29	245,182	4.85%	196,512	80.15%
Columbia	4.22%	\$ 11,265,336	\$ 667.58	6.93	75.41%	39.21%	43,040	10.76%	\$ 14,939,587	\$ 347.11	3.60	10,770	2.69%	6,153	57.13%
NFG	2.18%	\$ 2,021,514	\$ 470.89	7.35	26.27%	12.96%	33,122	16.83%	\$ 7,695,554	\$ 232.34	3.63	7,533	3.83%	4,926	65.39%
Peoples	2.98%	\$ 2,917,780	\$ 291.37	3.79	30.36%	21.51%	46,563	13.88%	\$ 9,611,491	\$ 206.42	2.68	11,255	3.35%	7,648	67.95%
Peoples-Equitable	3.01%	\$ 2,098,598	\$ 281.80	3.77	30.21%	20.25%	36,782	14.84%	\$ 6,947,353	\$ 188.88	2.53	9,444	3.81%	6,598	69.86%
PGW	4.00%	\$ 12,329,444	\$ 641.79	7.05	23.80%	16.36%	117,439	24.45%	\$ 51,797,381	\$ 441.06	4.84	29,048	6.05%	20,986	72.25%
UGI-Gas	3.54%	\$ 9,958,860	\$ 767.25	11.68	61.48%	22.98%	56,487	15.38%	\$ 16,199,774	\$ 286.79	4.37	10,657	2.90%	7,825	73.43%
UGI-Penn Natural	4.66%	\$ 6,344,968	\$ 866.56	9.58	63.71%	28.59%	25,611	16.31%	\$ 9,958,821	\$ 388.85	4.30	6,652	4.24%	4,839	72.75%
GAS	3.58%	\$ 46,936,500	\$ 600.66	7.52	40.07%	21.76%	359,044	16.43%	\$ 117,149,961	\$ 326.28	4.08	85,359	3.91%	58,975	69.09%
TOTAL		\$ 168,114,308					\$ 1,254,882		\$ 419,421,998			330,541		255,487	

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

2019 Company	Arrangements Overdue Percent	Arrangements Dollars Overdue	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	Total Average Arrearage	Total Weighted Arrearage	Terminations	Termination Percent per Customer	Reconnections	Reconnect Ratio
Aqua	2.95%	\$ 6,184,906	\$ 519.78	7.93	61.44%	21.29%	55,883	13.83%	\$ 10,065,922	\$ 180.12	2.75	7,125	1.76%	5,135	72.07%
PAWC	2.17%	\$ 9,166,995	\$ 687.59	12.27	50.39%	12.77%	104,413	17.02%	\$ 18,192,361	\$ 174.23	3.11	25,513	4.16%	17,561	68.83%
Audubon	0.29%	\$ 1,604	\$ 200.50	1.71	28.13%	10.13%	79	2.91%	\$ 5,702	\$ 72.18	0.62	13	0.48%	10	76.92%
Columbia Wtr.	0.62%	\$ 5,664	\$ 94.40	2.06	20.82%	13.33%	450	4.62%	\$ 27,211	\$ 60.47	1.32	240	2.47%	183	76.25%
Community Utilities	0.27%	\$ 2,862	\$ 408.86	5.56	5.68%	1.64%	428	16.26%	\$ 50,421	\$ 117.81	1.60	158	6.00%	102	64.56%
Newtown Artesian*	0.02%	\$ 997	\$ 498.50	11.17	3.53%	0.62%	321	3.34%	\$ 28,246	\$ 87.99	1.97	33	0.34%	32	96.97%
Suez	0.28%	\$ 38,985	\$ 248.31	5.57	11.22%	3.26%	4,820	8.57%	\$ 347,342	\$ 72.06	1.62	534	0.95%	198	37.08%
Suez-Bethel	0.04%	\$ 728	\$ 728.00	28.04	7.27%	0.49%	203	8.34%	\$ 10,018	\$ 49.35	1.90	-	0.00%	-	0.00%
York	0.83%	\$ 186,018	\$ 361.20	7.53	40.34%	7.01%	7,349	11.83%	\$ 461,180	\$ 62.75	1.31	883	1.42%	509	57.64%
Other Class A	0.52%	\$ 236,858	\$ 315.81	5.55	25.47%	5.49%	13,650	9.38%	\$ 930,120	\$ 68.14	1.20	1,861	1.28%	1,034	55.56%
WATER	2.23%	\$ 15,588,759	\$ 600.01	10.52	53.41%	14.94%	173,946	14.96%	\$ 29,188,403	\$ 167.80	2.94	34,499	2.97%	23,730	68.78%

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PWSA	3.38%	\$ 3,308,932	\$ 1,000.58	9.35	23.45%	12.48%	26,505	27.12%	\$ 14,109,551	\$ 532.34	4.97	2,437	2.49%	2,015	82.68%
MUNICIPAL	3.38%	\$ 3,308,932	\$ 1,000.58	9.35	23.45%	12.48%	26,505	27.12%	\$ 14,109,551	\$ 532.34	4.97	2,437	2.49%	2,015	82.68%

2019 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2019 Company	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses	Inactive Overdue Customers	Inactive Overdue Dollars	# Security Deposits Applicants	\$ Security Deposits Applicants	# Security Deposits Customers	\$ Security Deposits Customers	# Security Deposits On Hand	\$ Security Deposits On Hand
Duquesne	\$ 109.00	\$ 84.00	\$ 85.96	4.15%	\$ 7,811,163	5,385	\$ 2,253,881	32,327	\$ 5,372,076	5,780	\$ 1,398,419	56,965	\$ 8,474,596
Met.Ed.	\$ 129.00	\$ 91.00	\$ 101.30	5.38%	\$ 17,588,515	10,612	\$ 5,043,426	22,963	\$ 4,765,151	8,067	\$ 2,437,064	66,007	\$ 16,387,827
PECO	\$ 105.01	\$ 105.42	\$ 105.30	3.07%	\$ 16,941,442	15,774	\$ 9,827,751	34,994	\$ 5,790,189	54,981	\$ 9,587,677	121,736	\$ 28,191,986
Penelec	\$ 124.00	\$ 88.00	\$ 93.98	6.56%	\$ 17,499,436	11,375	\$ 5,855,329	18,840	\$ 3,557,652	7,066	\$ 2,060,589	53,644	\$ 12,201,674
Penn Power	\$ 152.00	\$ 93.00	\$ 104.93	5.11%	\$ 4,199,273	2,412	\$ 1,217,868	5,178	\$ 982,836	1,555	\$ 427,783	19,350	\$ 6,593,340
PPL	\$ 166.44	\$ 113.41	\$ 132.91	4.21%	\$ 9,104,260	22,734	\$ 18,700,439	73,377	\$ 15,449,602	16,993	\$ 4,195,969	33,460	\$ 6,966,491
West Penn Pwr	\$ 122.00	\$ 83.00	\$ 92.91	5.57%	\$ 18,310,785	11,159	\$ 4,998,096	23,545	\$ 4,382,224	7,657	\$ 2,196,041	63,866	\$ 13,836,931
ELECTRIC	\$ 129.64	\$ 93.98	\$ 102.47	4.25%	\$ 91,454,874	79,451	\$ 47,896,790	211,224	\$ 40,299,730	102,099	\$ 22,303,542	415,028	\$ 92,652,845
Columbia	\$ 97.00	\$ 38.00	\$ 96.29	3.46%	\$ 5,042,206	1,499	\$ 796,457	10,225	\$ 2,285,305	1,873	\$ 387,366	14,542	\$ 2,386,188
NFG	\$ 64.35	\$ 32.42	\$ 64.09	5.26%	\$ 522,372	8,698	\$ 4,267,123	55	\$ 18,175	77	\$ 16,736	170	\$ 41,736
Peoples	\$ 77.25	\$ 25.15	\$ 76.98	3.19%	\$ 2,548,096	14,341	\$ 10,409,504	6,459	\$ 879,433	1,014	\$ 174,209	6,717	\$ 760,802
Peoples-Equitable	\$ 75.01	\$ 21.14	\$ 74.77	3.21%	\$ 1,720,406	11,046	\$ 6,042,875	6,061	\$ 755,456	763	\$ 129,005	6,119	\$ 635,183
PGW	\$ 92.83	\$ 43.13	\$ 91.05	9.64%	\$ 2,665,563	16,371	\$ 15,538,617	10,713	\$ 2,406,486	700	\$ 162,442	10,762	\$ 3,054,399
UGI-Gas	\$ 68.53	\$ 24.46	\$ 65.69	6.24%	\$ 5,284,248	6,049	\$ 3,508,688	22,090	\$ 3,234,775	10,874	\$ 1,430,398	31,959	\$ 4,106,743
UGI-Penn Natural	\$ 92.86	\$ 24.29	\$ 90.45	6.04%	\$ 2,693,930	2,879	\$ 2,049,185	10,111	\$ 1,770,057	5,726	\$ 923,764	14,100	\$ 2,183,597
GAS	\$ 81.12	\$ 29.80	\$ 79.90	5.69%	\$ 20,476,821	60,883	\$ 42,612,449	65,714	\$ 11,349,687	21,027	\$ 3,223,920	84,369	\$ 13,168,648
TOTAL					\$ 111,931,695	140,334	\$ 90,509,239	276,938	\$ 51,649,417	123,126	\$ 25,527,462	499,397	\$ 105,821,493

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

2019 Company	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses	Inactive Overdue Customers	Inactive Overdue Dollars	# Security Deposits Applicants	\$ Security Deposits Applicants	# Security Deposits Customers	\$ Security Deposits Customers	# Security Deposits On Hand	\$ Security Deposits On Hand
Aqua	\$ -	\$ 65.52	\$ 65.52	3.32%	\$ 1,887,164	3,047	\$ 785,628	0	\$ -	0	\$ -	0	\$ -
PAWC	\$ 61.00	\$ 55.00	\$ 56.06	4.52%	\$ 5,514,700	9,308	\$ 2,843,141	0	\$ -	0	\$ -	0	\$ -
Audubon	\$ -	\$ 117.00	\$ 117.00	0.47%	\$ 27,119	8	\$ 1,652	0	\$ -	0	\$ -	0	\$ -
Columbia Wtr.	\$ -	\$ 45.74	\$ 45.74	0.65%	\$ 25,995	126	\$ 10,271	213	\$ 10,650	0	\$ -	660	\$ 33,000
Community Utilities	\$ -	\$ 73.47	\$ 73.47	2.20%	\$ -	18	\$ 2,722	0	\$ -	0	\$ -	43	\$ 4,066
Newtown Artesian*	\$ -	\$ 44.62	\$ 44.62	0.81%	\$ 17,355	1	\$ 103	0	\$ -	0	\$ -	0	\$ -
Suez	\$ -	\$ 44.56	\$ 44.56	1.12%	\$ 1,180,484	605	\$ 66,172	0	\$ -	0	\$ -	0	\$ -
Suez-Bethel	\$ -	\$ 25.96	\$ 25.96	1.32%	\$ 26,207	9	\$ 335	0	\$ -	0	\$ -	0	\$ -
York	\$ -	\$ 48.00	\$ 48.00	1.43%	\$ 271,730	433	\$ 42,681	0	\$ -	0	\$ -	0	\$ -
Other Class A	\$ 7.63	\$ 56.79	\$ 56.93	1.24%	\$ 1,548,890	10,508	\$ 123,936	213	\$ 10,650	-	\$ -	703	\$ 37,066
WATER	\$ 0.95	\$ 57.02	\$ 57.03	3.74%	\$ 8,950,754	22,863	\$ 3,752,705	213	\$ 10,650	-	\$ -	703	\$ 37,066

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PWSA	\$ 123.12	\$ 106.94	\$ 107.01	13.01%	\$ 730,827	4,586	\$ 8,985,206	0	\$ -	0	\$ -	0	\$ -
MUNICIPAL	\$ 123.12	\$ 106.94	\$ 107.01	13.01%	\$ 730,827	4,586	\$ 8,985,206	-	\$ -	-	\$ -	-	\$ -