

2018 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2018 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	\$ 565,825,977	\$ 19,578,220	3.46%	\$ 7,022,136	\$ 12,556,084	2.22%	35.87%	535,487	64,312	12.01%	\$ 11,797,431	\$ 183.44	2.08	14,413
Met.Ed.	\$ 631,235,520	\$ 15,183,890	2.41%	\$ 2,379,076	\$ 12,804,814	2.03%	15.67%	502,110	76,838	15.30%	\$ 17,235,681	\$ 224.31	2.14	25,110
PECO	\$ 2,477,620,946	\$ 29,445,461	1.19%	\$ 9,545,509	\$ 19,899,952	0.80%	32.42%	1,492,306	260,092	17.43%	\$ 58,486,267	\$ 224.87	2.13	22,999
Penelec	\$ 591,507,790	\$ 15,418,293	2.61%	\$ 2,451,871	\$ 12,966,422	2.19%	15.90%	501,456	77,634	15.48%	\$ 18,399,955	\$ 237.01	2.42	26,391
Penn Power	\$ 195,071,468	\$ 3,358,838	1.72%	\$ 585,333	\$ 2,773,505	1.42%	17.43%	145,285	19,783	13.62%	\$ 4,990,125	\$ 252.24	2.25	6,267
PPL	\$ 2,076,233,183	\$ 53,809,070	2.59%	\$ 18,666,152	\$ 35,142,918	1.69%	34.69%	1,227,683	132,507	10.79%	\$ 55,179,439	\$ 416.43	3.02	74,328
West Penn Pwr	\$ 715,500,920	\$ 15,506,690	2.17%	\$ 3,179,318	\$ 12,327,372	1.72%	20.50%	626,454	90,955	14.52%	\$ 19,547,286	\$ 214.91	2.25	24,151
ELECTRIC	\$ 7,252,995,804	\$ 152,300,462	2.10%	\$ 43,829,395	\$ 108,471,067	1.50%	28.78%	5,030,781	722,121	14.35%	\$ 185,636,184	\$ 257.07	2.42	193,659
Columbia	\$ 441,253,741	\$ 8,531,390	1.93%	\$ 3,332,979	\$ 5,198,411	1.18%	39.07%	396,835	27,134	6.84%	\$ 3,944,727	\$ 145.38	1.56	16,269
NFG	\$ 153,674,403	\$ 4,330,927	2.82%	\$ 1,077,249	\$ 3,253,678	2.12%	24.87%	197,108	27,006	13.70%	\$ 5,292,398	\$ 195.97	2.83	4,560
Peoples	\$ 315,638,063	\$ 7,957,830	2.52%	\$ 873,789	\$ 7,084,041	2.24%	10.98%	334,790	36,662	10.95%	\$ 6,564,854	\$ 179.06	2.22	10,337
Peoples-Equitable	\$ 230,033,115	\$ 5,143,394	2.24%	\$ 512,290	\$ 4,631,104	2.01%	9.96%	248,408	29,901	12.04%	\$ 4,839,726	\$ 161.86	2.03	7,521
PGW	\$ 548,304,433	\$ 34,986,533	6.38%	\$ 7,288,102	\$ 27,698,431	5.05%	20.83%	477,533	104,177	21.82%	\$ 41,416,334	\$ 397.56	4.22	25,025
UGI-Gas	\$ 269,363,627	\$ 8,854,360	3.29%	\$ 2,353,529	\$ 6,500,831	2.41%	26.58%	361,789	53,552	14.80%	\$ 8,722,430	\$ 162.88	2.22	11,885
UGI-Penn Natural	\$ 163,406,878	\$ 4,904,780	3.00%	\$ 1,588,946	\$ 3,315,834	2.03%	32.40%	156,554	22,752	14.53%	\$ 4,839,674	\$ 212.71	2.27	6,555
GAS	\$ 2,121,674,260	\$ 74,709,214	3.52%	\$ 17,026,884	\$ 57,682,330	2.72%	22.79%	2,173,017	301,184	13.86%	\$ 75,620,143	\$ 251.08	3.01	82,152
TOTAL	\$ 9,374,670,064	\$ 227,009,676		\$ 60,856,279	\$ 166,153,397			7,203,798	1,023,305		\$ 261,256,327			275,811

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

2018 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	\$ 289,591,031	\$ 2,700,141	0.93%	\$ 775,226	\$ 1,924,915	0.66%	28.71%	401,219	44,928	11.20%	\$ 3,944,477	\$ 87.80	1.47	12,146
PAWC	\$ 399,002,102	\$ 10,269,942	2.57%	\$ 2,995,512	\$ 7,274,430	1.82%	29.17%	608,928	96,695	15.88%	\$ 9,267,948	\$ 95.85	1.71	13,819
Audubon	\$ 1,243,480	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	2,728	81	2.97%	\$ 6,702	\$ 82.74	0.70	9
Columbia Wtr.	\$ 4,019,836	\$ 16,664	0.41%	\$ -	\$ 16,664	0.41%	0.00%	9,663	409	4.23%	\$ 23,397	\$ 57.21	1.26	55
Community Utilities*				\$ -			0.00%	2,622						
Newtown Artesian	\$ 3,086,758	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	9,373	562	6.00%	\$ 33,264	\$ 59.19	1.48	-
Suez	\$ 28,941,953	\$ 199,858	0.69%	\$ 18,680	\$ 181,178	0.63%	9.35%	54,936	4,777	8.70%	\$ 298,855	\$ 62.56	1.43	101
Suez-Bethel	\$ 765,086	\$ 2,653	0.35%	\$ 98	\$ 2,555	0.33%	3.69%	2,432	212	8.72%	\$ 9,988	\$ 47.11	1.79	1
York	\$ 31,302,819	\$ 298,613	0.95%	\$ 56,161	\$ 242,452	0.77%	18.81%	61,603	7,376	11.97%	\$ 461,493	\$ 62.57	1.56	652
Other Class A	\$ 69,359,932	\$ 517,788	0.75%	\$ 74,939	\$ 442,849	0.64%	14.47%	143,357	13,417	9.36%	\$ 833,699	\$ 62.14	1.18	818
WATER	\$ 757,953,065	\$ 13,487,871	1.78%	\$ 3,845,677	\$ 9,642,194	1.27%	28.51%	1,153,504	155,040	13.44%	\$ 14,046,124	\$ 90.60	1.73	26,783

*Community Utilities was reclassified as a Class A water utility in 2018 and only reported partial data in 2018.

2018 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	\$ 80,115,275	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	95,565	24,466	25.60%	\$ 10,908,414	\$ 445.86	4.43	1,999
MUNICIPAL	\$ 80,115,275	\$ -	0.00%	\$ -	\$ -	0.00%	#DIV/0!	95,565	24,466	25.60%	\$ 10,908,414	\$ 445.86	4.43	1,999

2018 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2018 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	2.69%	\$ 15,040,395	\$ 1,043.53	11.81	56.04%	18.31%	78,725	14.70%	\$ 26,837,826	\$ 340.91	3.86	26,119	4.88%	19,522	74.74%
Met.Ed.	5.00%	\$ 15,388,714	\$ 612.85	5.85	47.17%	24.63%	101,948	20.30%	\$ 32,624,395	\$ 320.01	3.05	24,099	4.80%	19,916	82.64%
PECO	1.54%	\$ 13,583,284	\$ 590.60	5.61	18.85%	8.12%	283,091	18.97%	\$ 72,069,551	\$ 254.58	2.42	85,583	5.73%	71,705	83.78%
Penelec	5.26%	\$ 16,689,932	\$ 632.41	6.45	47.56%	25.37%	104,025	20.74%	\$ 35,089,887	\$ 337.32	3.44	19,949	3.98%	14,882	74.60%
Penn Power	4.31%	\$ 4,130,345	\$ 659.06	5.88	45.29%	24.06%	26,050	17.93%	\$ 9,120,470	\$ 350.11	3.13	4,089	2.81%	3,186	77.92%
PPL	6.05%	\$ 37,174,341	\$ 500.14	3.63	40.25%	35.94%	206,835	16.85%	\$ 92,353,780	\$ 446.51	3.24	44,971	3.66%	31,666	70.41%
West Penn Pwr	3.86%	\$ 15,507,507	\$ 642.11	6.72	44.24%	20.98%	115,106	18.37%	\$ 35,054,793	\$ 304.54	3.18	13,577	2.17%	10,104	74.42%
ELECTRIC	3.85%	\$ 117,514,518	\$ 606.81	5.72	38.76%	21.15%	915,780	18.20%	\$ 303,150,702	\$ 331.03	3.12	\$ 218,387	4.34%	170,981	78.29%
Columbia	4.10%	\$ 9,911,122	\$ 609.20	6.53	71.53%	37.48%	43,403	10.94%	\$ 13,855,849	\$ 319.24	3.42	10,859	2.74%	6,054	55.75%
NFG	2.31%	\$ 1,882,114	\$ 412.74	5.97	26.23%	14.45%	31,566	16.01%	\$ 7,174,512	\$ 227.29	3.29	6,449	3.27%	4,224	65.50%
Peoples	3.09%	\$ 2,801,749	\$ 271.04	3.36	29.91%	21.99%	46,999	14.04%	\$ 9,366,603	\$ 199.29	2.47	9,707	2.90%	6,658	68.59%
Peoples-Equitable	3.03%	\$ 1,984,381	\$ 263.85	3.31	29.08%	20.10%	37,422	15.06%	\$ 6,824,107	\$ 182.36	2.29	8,622	3.47%	6,055	70.23%
PGW	5.24%	\$ 16,641,443	\$ 664.99	7.06	28.66%	19.37%	129,202	27.06%	\$ 58,057,777	\$ 449.36	4.77	25,576	5.36%	17,657	69.04%
UGI-Gas	3.29%	\$ 8,373,461	\$ 704.54	9.59	48.98%	18.16%	65,437	18.09%	\$ 17,095,891	\$ 261.26	3.56	15,924	4.40%	10,806	67.86%
UGI-Penn Natural	4.19%	\$ 5,067,531	\$ 773.08	8.26	51.15%	22.37%	29,307	18.72%	\$ 9,907,205	\$ 338.05	3.61	8,243	5.27%	5,539	67.20%
GAS	3.78%	\$ 46,661,801	\$ 567.99	6.81	38.16%	21.43%	383,336	17.64%	\$ 122,281,944	\$ 318.99	3.82	85,380	3.93%	56,993	66.75%
TOTAL		\$ 164,176,319					\$ 1,299,116		\$ 425,432,646			303,767		227,974	

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

2018 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	3.03%	\$ 6,100,283	\$ 502.25	8.39	60.73%	21.28%	57,074	14.23%	\$ 10,044,760	\$ 176.00	2.94	7,415	1.85%	5,898	79.54%
PAWC	2.27%	\$ 8,437,218	\$ 610.55	10.86	47.65%	12.50%	110,514	18.15%	\$ 17,705,166	\$ 160.21	2.85	24,695	4.06%	20,974	84.93%
Audubon	0.33%	\$ 2,818	\$ 313.11	2.65	29.60%	10.00%	90	3.30%	\$ 9,520	\$ 105.78	0.90	-	0.00%	-	0.00%
Columbia Wtr.	0.57%	\$ 4,455	\$ 81.00	1.78	16.00%	11.85%	464	4.80%	\$ 27,852	\$ 60.03	1.32	241	2.49%	167	69.29%
Community Utilities*												306	11.67%	103	33.66%
Newtown Artesian	0.00%	\$ 103	\$ -	-	0.31%	0.00%	562	6.00%	\$ 33,367	\$ 59.37	1.48	43	0.46%	37	86.05%
Suez	0.18%	\$ 70,513	\$ 698.15	15.90	19.09%	2.07%	4,878	8.88%	\$ 369,368	\$ 75.72	1.72	372	0.68%	177	47.58%
Suez-Bethel	0.04%	\$ 332	\$ 332.00	12.60	3.22%	0.47%	213	8.76%	\$ 10,320	\$ 48.45	1.84	-	0.00%	-	0.00%
York	1.06%	\$ 191,885	\$ 294.30	7.36	29.37%	8.12%	8,028	13.03%	\$ 653,378	\$ 81.39	2.03	1,121	1.82%	763	68.06%
Other Class A	0.57%	\$ 270,106	\$ 330.20	6.25	24.47%	5.75%	14,235	9.93%	\$ 1,103,805	\$ 77.54	1.47	2,083	1.45%	1,247	59.87%
WATER	2.32%	\$ 14,807,607	\$ 552.87	10.55	51.32%	14.73%	181,823	15.76%	\$ 28,853,731	\$ 158.69	3.03	34,193	2.96%	28,119	82.24%

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2018 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
PWSA	2.09%	\$ 1,938,385	\$ 969.68	9.63	15.09%	7.55%	26,465	27.69%	\$ 12,846,799	\$ 485.43	4.82	1,622	1.70%	1,261	77.74%
MUNICIPAL	2.09%	\$ 1,938,385	\$ 969.68	9.63	15.09%	7.55%	26,465	27.69%	\$ 12,846,799	\$ 485.43	4.82	1,622	1.70%	1,261	77.74%

2018 Collections Data for the Major Electric, Gas, and Water Companies

Updated 7/24/2024 2018 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	\$ 117.00	\$ 86.00	\$ 88.35	4.74%	\$ 8,114,677	5,766	\$ 2,987,307	31,538	\$ 5,078,312	5,730	\$ 1,126,397	54,628	\$ 7,402,923
Met.Ed.	\$ 135.00	\$ 94.00	\$ 104.82	5.17%	\$ 17,699,048	11,265	\$ 5,050,028	22,677	\$ 4,845,244	8,566	\$ 2,530,820	63,711	\$ 15,718,436
PECO	\$ 105.18	\$ 105.45	\$ 105.37	2.91%	\$ 15,524,811	15,425	\$ 10,469,771	35,681	\$ 5,696,529	57,504	\$ 9,104,009	120,231	\$ 26,219,916
Peneltec	\$ 130.00	\$ 92.00	\$ 98.09	5.93%	\$ 17,756,784	11,549	\$ 5,263,707	18,635	\$ 3,479,205	7,505	\$ 2,047,801	52,060	\$ 11,601,533
Penn Power	\$ 166.00	\$ 99.00	\$ 112.03	4.68%	\$ 4,130,948	2,537	\$ 1,107,206	5,204	\$ 959,498	1,649	\$ 434,633	18,567	\$ 6,131,192
PPL	\$ 175.05	\$ 116.82	\$ 137.94	4.45%	\$ 9,825,885	22,586	\$ 19,558,691	81,018	\$ 16,966,599	15,906	\$ 3,989,123	34,602	\$ 7,205,212
West Penn Pwr	\$ 128.00	\$ 86.00	\$ 95.62	4.90%	\$ 17,645,222	11,238	\$ 4,298,385	22,727	\$ 4,337,631	7,066	\$ 1,983,269	60,821	\$ 12,887,791
ELECTRIC	\$ 136.60	\$ 97.04	\$ 106.03	4.18%	\$ 90,697,375	80,366	\$ 48,735,095	217,480	\$ 41,363,018	103,926	\$ 21,216,052	404,620	\$ 87,167,003
Columbia	\$ 94.00	\$ 38.00	\$ 93.31	3.14%	\$ 4,848,900	1,504	\$ 762,577	10,468	\$ 2,311,119	1,914	\$ 407,382	14,012	\$ 2,270,180
NFG	\$ 69.45	\$ 34.86	\$ 69.13	4.67%	\$ 669,066	10,585	\$ 4,498,510	63	\$ 20,798	99	\$ 20,014	244	\$ 43,170
Peoples	\$ 81.06	\$ 28.09	\$ 80.76	2.97%	\$ 2,225,302	13,772	\$ 9,889,700	6,149	\$ 883,641	1,164	\$ 212,565	6,488	\$ 742,030
Peoples-Equitable	\$ 80.04	\$ 22.73	\$ 79.75	2.97%	\$ 1,631,759	10,367	\$ 5,585,254	5,554	\$ 729,001	909	\$ 156,418	5,653	\$ 609,407
PGW	\$ 96.15	\$ 42.39	\$ 94.13	10.59%	\$ 4,229,699	13,762	\$ 14,157,264	9,353	\$ 1,987,687	682	\$ 146,900	11,187	\$ 2,909,023
UGI-Gas	\$ 77.06	\$ 24.51	\$ 73.44	6.35%	\$ 4,843,785	5,739	\$ 2,831,512	29,285	\$ 3,773,211	597	\$ 60,906	20,516	\$ 2,412,040
UGI-Penn Natural	\$ 96.24	\$ 24.05	\$ 93.58	6.06%	\$ 2,294,424	2,511	\$ 1,466,018	13,157	\$ 1,882,150	230	\$ 25,907	8,591	\$ 1,136,626
GAS	\$ 84.86	\$ 30.66	\$ 83.44	5.76%	\$ 20,742,935	58,240	\$ 39,190,835	74,029	\$ 11,587,607	5,595	\$ 1,030,092	66,691	\$ 10,122,476
TOTAL					\$ 111,440,310	138,606	\$ 87,925,930	291,509	\$ 52,950,625	109,521	\$ 22,246,144	471,311	\$ 97,289,479

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

2018 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	\$ -	\$ 59.85	\$ 59.85	3.47%	\$ 1,909,902	2,887	\$ 717,557	0	\$ -	0	\$ -	0	\$ -
PAWC	\$ 62.00	\$ 55.00	\$ 56.21	4.44%	\$ 5,818,417	9,962	\$ 2,806,263	0	\$ -	0	\$ -		
Audubon	\$ -	\$ 118.00	\$ 118.00	0.77%	\$ 22,316	5	\$ 905	0	\$ -	0	\$ -		
Columbia Wtr.	\$ -	\$ 45.57	\$ 45.57	0.69%	\$ 24,177	141	\$ 8,279	179	\$ 9,000	0	\$ -	675	\$ 33,750
Community Utilities*													
Newtown Artesian	\$ -	\$ 40.00	\$ 40.00	1.08%	\$ 16,850	4	\$ 379	0	\$ -	0	\$ -	0	\$ -
Suez	\$ -	\$ 43.90	\$ 43.90	1.28%	\$ 1,010,974	568	\$ 55,911	0	\$ -	0	\$ -		\$ -
Suez-Bethel	\$ -	\$ 26.34	\$ 26.34	1.35%	\$ 25,289	13	\$ 697	0	\$ -	0	\$ -		\$ -
York	\$ -	\$ 40.00	\$ 40.00	2.09%	\$ 269,798	500	\$ 46,864	0	\$ -	0	\$ -		\$ -
Other Class A	\$ 8.86	\$ 52.69	\$ 52.86	1.59%	\$ 1,369,404	11,193	\$ 113,035	179	\$ 9,000	-	\$ -	675	\$ 33,750
WATER	\$ 1.27	\$ 52.36	\$ 52.38	3.81%	\$ 9,097,723	24,042	\$ 3,636,855	179	\$ 9,000	-	\$ -	675	\$ 33,750

*Community Utilities was reclassified as a Class A water utility in 2018 and only reported partial data in 2018.

2018 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
PWSA	\$ 108.43	\$ 100.74	\$ 100.74	16.04%	\$ 645,797	4,638	\$ 8,843,878	0	\$ -	0	\$ -	0	
MUNICIPAL	\$ 108.43	\$ 100.74	\$ 100.74	16.04%	\$ 645,797	4,638	\$ 8,843,878	-	\$ -	-	\$ -	-	\$ -