



**PENNSYLVANIA
PUBLIC UTILITY COMMISSION**

SEVENTH REPORT

TO THE GOVERNOR AND GENERAL ASSEMBLY

PURSUANT TO SECTION 1415

IMPLEMENTATION OF CHAPTER 14

DECEMBER 20, 2024

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Introduction

On Nov. 30, 2004, Senate Bill 677 was signed into law as Act 201 of 2004, also known as the Responsible Utility Consumer Protection Act. The Act went into effect on Dec. 14, 2004, and amended Title 66 by adding Chapter 14 (66 Pa. C.S. §§ 1401-1418) (*Responsible Utility Customer Protection Act*). Chapter 14 is applicable to electric distribution utilities, natural gas distribution utilities and water distribution utilities operating within the Commonwealth. This report presents data from the larger utilities.¹

Initially, Chapter 14 required the PUC to provide a report to the General Assembly and Governor every two years (Section 1415). The first report was due no later than Dec. 14, 2006, and the final report was due in December 2014. The reports evaluated the implementation of Chapter 14 including a review of utility complaint data. The report included:

1. The degree to which the Chapter's requirements have been successfully implemented;
2. The effect upon the cash working capital or cash flow (arrears or arrearages), uncollectible levels, and collections of the affected public utilities;
3. The level of access to utility services by residential customers including low-income customers; and
4. The effect upon the level of consumer complaints and mediations filed with and adjudicated by the Commission. (Mediations are currently classified as payment arrangement requests under Section 1415.)

Chapter 14 directs public utilities to provide both monthly and annual data to the Commission in order to comprehensively review Chapter 14 implementation.

The entities that must comply with Chapter 14 include the Philadelphia Gas Works (PGW), a city natural gas distribution operation, within the category of natural gas distribution utilities. While the statute specifically excludes natural gas distribution utilities with operational revenues of less than \$6 million per year, the exception is where the public utility voluntarily petitions the Commission to be included or where the public utility seeks to provide natural gas supply services to retail gas customers outside its service territory. Natural gas distribution utilities that are not connected to an interstate gas pipeline are similarly excluded from the provisions of Chapter 14 under Section 1403.

On Oct. 22, 2014, Governor Corbett signed House Bill 939 as Act 155 of 2014 to reauthorize Chapter 14 for another ten years. In this reauthorization, the General Assembly revised the law by:

- Expanding the scope to cover small gas utilities, steam heating and wastewater utilities.

¹ Larger utilities, subject to full reporting to the Commission pursuant to Section 1415, are electric, gas and water distribution utilities with annual operating revenues greater than or equal to \$200 million. *Biennial Report to General Assembly*, Docket No. [M-00041802F0003](#), Order entered July 24, 2006.

- Prohibiting termination of utility service on Fridays.
- Allowing physician assistants, along with physicians and nurse practitioners, to file medical certificates.
- Allowing all customers and applicants to pay security deposits in installments over 90 days. CAP-eligible consumers are exempt from security deposit requirements.
- Adding new utility reporting requirements to include data pertaining to medical certificates and high-arrearage accounts (over \$10,000).

The 2014 reauthorization of Chapter 14 required the PUC to provide Chapter 14 implementation reports to the General Assembly and Governor every five years (Section 1415). This is the second and final Commission update since those revisions were passed in 2014.

Applicability

Large Utilities - Electric

The electric distribution companies (EDCs) subject to full Chapter 14 reporting requirements included in this report are: Duquesne Light Co. (Duquesne), Metropolitan Edison Co. (Met-Ed), PECO Energy Company (PECO Electric), Pennsylvania Electric Co. (Penelec), Pennsylvania Power Co. (Penn Power), PPL Electric Utilities Corp. (PPL), and West Penn Power Co. (West Penn).²

Large Utilities – Natural Gas

The natural gas distribution companies (NGDCs) subject to full Chapter 14 reporting requirements included in this report are: Columbia Gas of Pennsylvania (Columbia Gas), Peoples-Equitable Division (Peoples-Equitable), National Fuel Gas Distribution Corp. (NFG), Peoples Natural Gas Co. (Peoples), PECO Energy Company (PECO Gas), Philadelphia Gas Works (PGW), UGI Utilities, Inc. (UGI-Gas), and UGI Penn Natural Gas (UGI Penn Natural).

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 based on the separate rate districts. Effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

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, UGI North and UGI South – 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 based on the separate rate districts. Effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central f/k/a UGI Central Penn and UGI North f/k/a UGI Penn Natural Gas.

² In January 2024, Met-Ed, Penelec, Penn Power, and West Penn Power consolidated into a single operating company, FirstEnergy Pennsylvania with more than 2 million customers in Pennsylvania. The companies still conduct business publicly under their local brand names.

Large Utilities – Water

The non-municipal water utilities subject to full Chapter 14 reporting requirements included in this report are: Aqua Pennsylvania Inc. (Aqua), Audubon Water Co. (Audubon), Columbia Water Co. (Columbia Water), Community Utilities of PA (Community Utilities), Newtown Artesian Water Co. (Newtown Artesian), Pennsylvania American Water Co. (PAWC), Veolia Water Bethel, Inc. f/k/a SUEZ Water Bethel (Veolia Bethel), Veolia Water Pennsylvania, Inc. f/k/a SUEZ Water PA (Veolia PA), and York Water Co. (York).

In 2018, Community Utilities was reclassified from a Class B water company to a Class A water company, following three consecutive years of revenues over \$1 million.

Chapter 32: Water and Sewer Authorities in Cities of the Second Class was added to Title 66 of the Public Utility Code on Dec. 21, 2017. The addition of Chapter 32 resulted in full PUC regulation of the Pittsburgh Water & Sewer Authority (PWSA), effective April 1, 2018. Although PWSA is a municipal water and sewer authority, 66 Pa. C.S.A. § 3202 provides that Commission laws, regulations, orders, etc. apply to PWSA in the same manner as a public utility.

Superior Water’s data was removed from the report, as Superior Water was acquired by Aqua effective Jan. 1, 2016. All Superior Water data was filed under Aqua from 2016 forward.

Number of Years Included in the Report

Residential collections data used to review implementation of Chapter 14 in this report covers the years 2004 (base year) and 2018 through 2023 for the electric and gas industries. Data for the years 2002, 2003 and 2005 through 2017 are excluded from this report but can be found in the four previously issued reports. Water data in this report covers the years 2018 through 2023. Water utilities began reporting residential data beginning in 2012. Data for the years 2012 through 2017 are excluded from this report but can be found in the previously issued Jan. 30, 2020, report. According to Commission regulations at 52 Pa. Code § 56.202 (Record Maintenance), utilities are required to maintain written or recorded disputes and complaints for a minimum of four years.

All previous versions of this report can be found on the PUC website at:

<https://www.puc.pa.gov/filing-resources/reports/quinquennial-report-pursuant-to-section-1415/>.

Frequency of Utility Reporting

In 2011, the Commission revised the “Standards and Billing Practices for Residential Utility Service” regulations at 52 Pa. Code Chapter 56 to comply with Chapter 14. In the Chapter 56 rulemaking, the Commission revised Section 56.231 to incorporate the Interim Guidelines for collections data reporting. Utilities must now report some data to the Commission on an annual basis, in addition to the monthly data reporting requirements.

Utility Reporting Due Dates

The Commission set Sept. 1, 2006, as the initial reporting deadline. For subsequent reporting, the Commission established April 1 as the due date for the previous year's information (*i.e.*, 2023 data was due April 1, 2024). Annual reporting for this report ended on April 1, 2024, and covered data through the year 2023.

Section I – The Degree to Which the Chapter’s Requirements Have Been Successfully Implemented

The following section contains a summary of the Chapter 14 implementation process by both the Commission and the utilities. It outlines the verified informal violations or infractions of Chapter 14 by utilities, as determined through review and evaluation of a statistically valid sampling of informal complaints before the Commission’s Bureau of Consumer Services (BCS) and possible violations of Chapter 14 from informal PUC investigations during the time period of 2018 to 2023.

Commission Regulations

In order to comply with the 2014 Chapter 14 revisions, the Commission updated the “Standards and Billing Practices for Residential Utility Service” regulations at 52 Pa. Code Chapter 56 (Docket No. [L-2015-2508421](#)). These revised regulations went into effect following publication in the *Pennsylvania Bulletin* on June 1, 2019, at 49 Pa.B. 2815. In the final rulemaking, the Commission announced it deferred three issues for discussion and deliberation by interested parties. Those issues relate to the amendments of 66 Pa. C.S. §§ 1403, 1406 and 1417, concerning medical certificates, court orders addressing domestic violence, and privacy guidelines. The Commission convened a working group in October 2019 to discuss these issues, which were addressed by the Commission on Dec. 16, 2021.

In addition to formally updating the regulations, the Commission continues to work in a collaborative manner with utilities and consumer representatives on implementation issues as they arise. This included revising the “[Your Rights & Responsibilities as a Utility Consumer](#)” educational pamphlet that offers consumers a plain-language explanation of their rights and responsibilities as utility customers under the new regulations. Utilities make this document available to the public and it also is available on the Commission’s website and distributed at certain community education events and seminars.

Informal Complaint Process and Infractions

Informal complaints provide an avenue for consumers to voice concerns and seek assistance in an expedient and informal manner. These are the foundations for BCS’s compliance monitoring of utility performance. Complainants are required by statute and Commission regulations to attempt to resolve problems directly with utilities prior to filing a complaint or requesting a payment arrangement with the PUC. Although exceptions are permitted for extenuating circumstances, BCS generally handles complaints where the utility and its customers could not find mutually satisfactory resolutions to problems. The informal compliance process is designed to help BCS identify systemic issues and to ensure compliance by the utilities.

BCS’s informal compliance process remains its primary compliance effort. This process gives each utility specific examples of informal infractions of Chapter 14 and 52 Pa Code Chapters 56, 63 and 64. Chapters 63 and 64 relate to the Telecommunications industry and are not covered in this report. The informal compliance process ensures BCS staff review and evaluate the selected consumer complaints to identify, document and notify utilities of apparent infractions.

The utilities use the infraction information to pinpoint and voluntarily correct issues in their customer-service operations. A utility that receives notification of an infraction has an opportunity to respond to BCS. If the information about the infraction is accurate and the infraction is verified or upheld, BCS expects the utility to take action to correct the problem or address any systemic issues that led to the infraction. Utility corrective actions may entail modifying a computer system or programming; revising utility procedures or the text of a notice, bill or letter; or providing additional staff training.

When a utility does not take voluntary corrective action, BCS staff meets with the utility to help develop a corrective action plan. If the utility does not correct the issue, BCS will send a referral to the Commission's Bureau of Investigation and Enforcement (BIE), who may conduct additional investigation and determine what other action may be taken.

As mentioned in the above section regarding Commission regulations, Chapter 56 of the Commission's regulations was revised to comply with Chapter 14. Therefore, the equivalent sections of Chapter 56 are included in the Chapter 14 infraction data presented in this report.

The table below shows the combined totals of the electric, gas and water industries for verified informal infractions of 66 Pa. C.S. Chapter 14 recorded by BCS between 2018 to 2023.

Table 1 – Summary of Chapter 14 Infractions 2018-2023

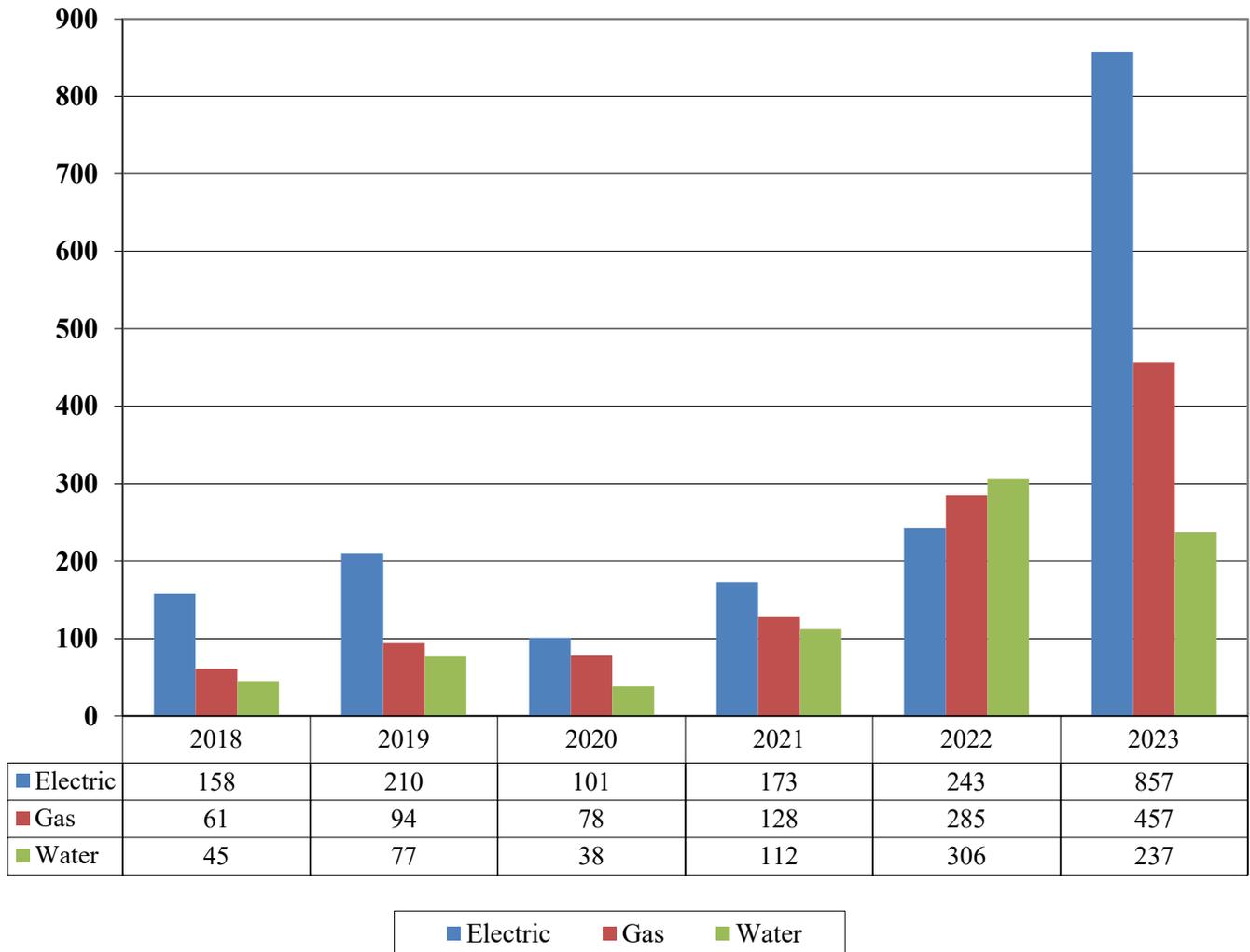
Section of 66 Pa. C.S. Chapter 14	Equivalent Section(s) of 52 Pa. Code Chapter 56	Electric Utilities	Gas Utilities	Water Utilities	Total
§ 1402 Declaration of Policy	§ 56.1	642	153	172	967
§ 1403 Definitions	§ 56.2 Def. of Applicant, § 56.2 Def. of Customer	13	5	5	23
§ 1404 Credit and Deposits	§ 56.32-37, § 56.41, § 56.42, § 56.51 and § 56.53	577	516	136	1,229
§ 1406(a) Authorized Termination	§ 56.81 and § 56.83	131	127	149	407
§ 1406(b) Notice of Termination	§ 56.91 and § 56.93	54	51	69	174
§ 1406(d) Timing of Termination	§ 56.82	7	2	3	12
§ 1406(e) Winter Termination	§ 56.100 and § 56.340	3	4	5	12
§ 1406(f) Medical Certification	§ 56.111-112, § 56.114-115	36	20	2	58
§ 1407(a) Reconnection Fee	§ 56.191(a)	10	10	34	54
§ 1407(b) Reconnection of Service – Timing	§ 56.191(b) and § 56.421	35	51	50	136
§ 1407(c) Reconnection of Service – Payment to Restore Service	§ 56.191(c)	212	132	184	528
§ 1407(d)(e) Payment of Outstanding Balance at Premise	§ 56.191(d)(e)	9	23	0	32
§ 1409 Late Payment Charge Waiver	§ 56.22	4	5	6	15
§ 1410 Complaints Filed with the Commission	§ 56.181	0	0	0	0
§ 1410.1(2) Referral to Universal Services Program	n/a	4	1	0	5
§ 1417 Non-applicability - Protection From Abuse	§ 56.285	5	3	0	8
Total		1,742	1,103	815	3,660

Across all three industries, the highest number of infractions during 2018 to 2023 were related to credit standards and the collection of security deposits (Section 1404), the policy section and overall obligation of good faith, honesty and fair dealing (Section 1402), payment required to restore service (Section 1407(c)), and authorized termination of utility service (Section 1406(a)).

A breakdown of the Chapter 14 infractions from 2018 to 2023 by industry can be found in [Appendices 1-6](#). Infractions from previous years are available in other Chapter 14 reports at: <https://www.puc.pa.gov/filing-resources/reports/quinquennial-report-pursuant-to-section-1415/>.

The graph below shows the *Number of Chapter 14 Infractions* for the electric, gas and water industries from 2018 to 2023.

2018 - 2023 Number of Chapter 14 Infractions



The electric industry showed an overall increase in the number of Chapter 14 infractions of 442.4% from 2018 to 2023, which was primarily due to billing issues at PPL in 2023. These issues resulted in 410 infractions against PPL for violations of Section 1402 and 56.1. The gas industry showed an increase of 649.2% in the number of Chapter 14 infractions from 2018 to 2023, while the water industry showed an increase of 426.7% in Chapter 14 infractions.

There are a variety of reasons other than utility compliance that impact the infractions for 2018 to 2023, including but not limited to the pandemic in 2020, the number of informal complaints BCS receives annually, the number of informal complaints BCS analysts evaluated, and changes made by BCS regarding internal complaint evaluation procedures.

Formal Commission Actions

Pursuant to 66 Pa. C.S. § 331(a), 506 and 52 Pa. Code § 3.113, the Commission’s BIE and BCS continue to conduct investigations into alleged Chapter 14 infractions. These investigations have resulted in the Commission’s approval of settlement agreements reached between utilities and

BIE to resolve these matters. It can take six months or longer to bring an investigation to resolution. Regardless of settlement, these investigations may indicate systemic issues that need to be corrected. For this reporting period, the Commission acted on the following settlements that involved alleged violations of Chapter 14:

On Aug. 5, 2021, the Commission finalized a settlement with PPL over complaints received from June 2018 to April 2019 where PPL failed to provide monthly bills for consecutive months. (Docket No. [M-2020-3011455](#)). Affected customers eventually received a large make-up bill. Under the settlement, PPL paid a \$5,000 civil penalty and agreed to take corrective actions to prevent future issues with their billing and metering systems.

On June 15, 2023, a settlement was reached with Aqua Pennsylvania related to improper terminations. The informal investigation identified 67 customers whose water service was terminated after the expiration of their 10-day shut off notices in 2022. Service was restored to many of these customers in 1-2 days. Under the terms of the agreement, Aqua PA paid a civil penalty of \$33,500 and updated their training for field staff. (Docket No. [M-2023-3031237](#)).

On Dec. 7, 2023, the Commission reached a settlement with Duquesne Light Company over the termination of service for 300 customers in November 2022 without providing a 10-day shut off notice. The company self-reported the issue in December 2022 and determined that it was the result of a software issue. Service was restored to nearly all affected customers (two premises were vacant). The company collected, and later refunded, over \$4,000 in reconnection fees and over \$23,000 in security deposit fees. Under the terms of the settlement (Docket No. [M-2023-3037937](#)), Duquesne Light paid a \$50,000 civil penalty and implemented various quality control measures.

On April 25, 2004, the Commission modified a settlement with PPL over consumer billing issues that impacted over 800,000 customers throughout much of 2023. The investigation centered on billing issues in response to large numbers of consumer calls and complaints about unusually high or low estimated bills, missing monthly bills, and the lack of adequate customer service support resulting in consumers being unable to reach PPL Call Center representatives to discuss their billing concerns. The modified settlement requires PPL to contribute \$1 million dollars to its customer Hardship Fund, conduct deeper analysis of the billing problems, provide additional consumer refunds and relief if further issues are identified, establish clear timelines on corrective actions and voluntarily agreement to absorb more than \$16 million in additional costs related to rectifying their billing issues. Docket No.: [M-2023-3038060](#).

Conclusion – Section I

The Commission determines, at least in part, the degree to which the Chapter 14 requirements have been successfully implemented by analyzing the verified informal violations or infractions of Chapter 14 by the electric, gas and water utilities. BCS reviewed and evaluated a statistically valid sampling of informal complaints from 2018 to 2023.

Overall, in recent years there has been an increase in Chapter 14 related infractions. Some of the infractions in 2023 were due to the PPL billing issue, but the overall trend for all industries shows infractions increasing, especially since 2018. While some individual utility compliance issues are apparent, BCS continues to work informally with all utilities from the electric, gas and water industries to correct compliance issues identified through the complaint and reporting process. When necessary, BCS refers systemic non-compliance issues to BIE for further investigation and corrective action.

As shown in [Table 1](#) above, verified informal infractions of Section 1404 *Credit and Deposits* or the equivalent Chapter 56 cites, represent 33.6% of infractions cited between 2018 and 2023. Termination-related infractions of Sections 1406 *Termination of Service* or the equivalent Chapter 56 cites, accounted for 17.1% of all verified infractions from 2018 to 2023.

[Table 1](#) above indicates that 21.8% of verified infractions from 2018 to 2023 are from Section 1407 *Reconnection of Service* or the equivalent Chapter 56 cites and show customers continue to have issues accessing and maintaining utility service. Access to service will be explored in Section III of this report. The next section of this report, Section II, will review collections metrics and data related to the utilities' collection processes and uncollectible debt.

Section II – The Effect Upon Arrearage Levels and the Collections Processes of the Affected Public Utilities

This section provides detailed information on the effects of Chapter 14 on residential customer debt levels and the collections processes of the affected utilities by reviewing key metrics.

Overview of the Collections Process

The collections process begins when a customer does not pay his/her bill in full and on time and accrues overdue balances called arrearages. Accounts with arrearages that maintain utility service or for which the service is on are considered active accounts. Active accounts are reported in two categories depending on the type of arrearage: Debt on Arrangements and Debt not on Arrangements.³ The utilities report both the number of customers in debt and the corresponding dollar amounts for that debt in both categories for active accounts.

For collection purposes, inactive accounts in this section are accounts without service that have outstanding balances or arrearages. Inactive accounts will be provided a final bill, which will either be paid by the customer or written-off by the utility as uncollectible and reported as part of Gross Write-Offs.

Utilities move accounts from active to inactive status to write-offs on differing timelines, varying from two months to one year following termination or discontinuance of service, according to individual utility accounting strategies. [Appendix 8](#) presents the information.

Collections Data Available to the Public

The Commission posts annual utility data as well as the monthly data submissions required by Section 56.231 to the Commission website. Data for the period 2002-23 can be found at: <https://www.puc.pa.gov/filing-resources/reports/quinquennial-report-pursuant-to-section-1415/>.

Residential Collections Data 2004–2023

All residential collections data tables presented in this report are based on utility-validated data submitted to the Commission. The utility validation process was outlined in the Commission’s Final Order at Docket No. [M-00041802F0003](#).⁴ The historical data set for this report covers 2004 and 2018 to 2023 for electric and gas industry data, and 2018 to 2023 for the water industry. Data were recently validated and updated by the utilities during 2024 for this report. In some cases, data were revised after publication and corrected data are presented herein.

Treatment of Industry Totals and Averages

All electric, gas and water industry totals shown throughout the tables in this report are based on industry totals and do not represent an average of utility scores. This rule applies to all tables,

³ Those customers who have debt that is on a utility-granted or Commission-granted payment arrangement is considered “on arrangement.”

⁴ *Biennial Report to the General Assembly and Governor Pursuant to Section 1415* (Order entered July 24, 2006).

regardless of whether the table shows total lines that are simple additions or whether the table shows totals that are derived from calculated variables, which are based on equations using at least two input variables. Industry averages shown throughout this report may be calculated based on category totals and may not represent an average of rates shown in the tables.

Gas industry totals in the report tables now include PGW since it came under the reporting requirements in 2004.

In addition to the statistics for the three largest utilities, Aqua, PAWC and PWSA, the individual statistics for the “Other Class A” utilities are being presented. Although some water utilities operate low-income programs voluntarily, water utilities are only required to report residential data, so confirmed low-income data is not presented for the water utilities.

Collections Performance Measures and Data

The specific collections performance measures such as the percent of customers in debt, the percent of billings (revenues) in debt, the average arrearage, and the percent of billings written-off (gross write-offs) provide an overall indication of collections performance. These primary collections measures appear in this section, along with additional data variables and annual universal service program costs. Universal service costs are included because universal service programs provide a safety net for low-income customers and, as such, represent a preemptive part of the utilities’ overall collections strategy.

It is important to note that many of the key collections performance variables and data presented in this report do not include Customer Assistance Program (CAP) accounts, consistent with the Commission’s historical treatment of CAP accounts. For ratemaking purposes, CAP costs are recovered as a universal service program cost and not as a collections expense. The increase in the enrollment in CAP since the passage of Chapter 14 is, however, a factor in the overall collections trend line. The net effect in the growth of the CAP programs is that CAP customer arrearages are removed from the arrearage amounts of most traditional collections data reported by the utilities. Therefore, reductions in the collections cost have partially offset the increase in CAP costs.

Additional collections data appear in the appendices of this report. The Commission utilized some of these data points to calculate several of the metrics presented in this report, but the primary review of this data occurs in other published Commission reports. The appendices include: the dollars in gross write-offs, annual utility collections operating expenses, universal service program costs: CAP costs, Low Income Usage Reduction Program (LIURP) costs, Customer Assistance and Referral Evaluation Services (CARES) costs, and the monthly average bills for heating and non-heating customers.

Treatment of Confirmed Low-Income Data in the Collections Performance Data

A low-income customer is defined as one whose household income is at or below 150% of the federal poverty income guidelines (FPIG). A confirmed low-income customer is one where the EDC/NGDC has verified gross household income or obtained information that would reasonably place the customer within this FPIG level.

This information may include receipt of Low-Income Home Energy Assistance Program (LIHEAP) funds, self-certification by the customer, income source or information obtained in Section 56.97(b) (relating to procedures upon ratepayer or occupant contact prior to termination).

Collection data about confirmed low-income customers is included for only a select number of collections performance measures in order to provide additional context to the residential and universal service program data. The utilities have no standardized methodology for counting confirmed low-income customers. However, the data is useful to provide context to several of the key collections variables in this report, such as the number of customers, number of terminations and the termination rate, number of reconnections and the reconnection rate. The confirmed low-income data tables are always subsets of the residential data tables appearing throughout the report and are sourced from the Universal Service Reporting Requirements in 52 Pa. Code §§ 54.71–54.78 and §§ 62.1-62.8. Confirmed low-income data are only available for the electric and gas industries.

The *Number of Residential Customers* shown below represents an average of the 12 months of month-end data reported by the electric and gas utilities for calendar years 2004 and 2018-2023, and for water utilities for 2018-2023. This metric includes all residential customers, including those who participate in Customer Assistance Programs (CAP) and other universal service program recipients.

Table 2 – Number of Residential Customers – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	525,858	535,487	538,534	541,210	543,300	545,897	548,072
Met-Ed	459,171	502,110	504,685	508,753	512,216	515,226	518,166
PECO*	1,394,250	1,492,306	1,505,328	1,518,942	1,530,346	1,538,908	1,548,540
Penelec	504,114	501,456	500,877	501,635	501,816	501,009	500,775
Penn Power	137,514	145,285	146,018	147,020	148,138	148,927	149,685
PPL	1,161,098	1,227,683	1,233,837	1,243,501	1,251,196	1,256,135	1,262,117
West Penn	600,419	626,454	627,499	630,039	632,415	631,990	632,879
Industry Total	4,782,424	5,030,781	5,056,778	5,091,100	5,119,427	5,138,092	5,160,234

*PECO’s data includes electric and gas.

The number of residential customers for the electric industry increased overall by 7.9% from 2004 to 2023 and by 2.6% from 2018 to 2023. Penelec was the only utility to show a decrease during that period. Met-Ed showed the largest increase since 2004, at 12.8%. Duquesne had the smallest overall increase from 2004 to 2023, at only 4.2%. PECO had an overall increase of 11.1% from 2004 to 2023, but it is important to note that PECO reports both electric and gas customers within the electric category for this report, so it is unknown how much of the increase was comprised of only electric customers.

Table 3 – Number of Residential Customers – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	357,006	396,835	400,044	405,653	407,892	409,611	411,279
NFG	195,022	197,108	196,778	197,945	198,007	196,742	196,411
Peoples*	323,513	334,790	335,583	591,996	593,089	594,250	594,658
Peoples-Equitable*	233,784	248,408	247,801	N/A	N/A	N/A	N/A
PGW	476,662	477,533	480,347	486,934	488,817	487,335	483,705
UGI-Gas**	270,327	361,789	367,175	604,375	611,631	618,589	624,914
UGI Penn Natural**	139,964	156,554	157,025	N/A	N/A	N/A	N/A
Industry Total	1,996,278	2,173,017	2,184,753	2,286,903	2,299,436	2,306,527	2,310,967

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The number of residential customers for the gas industry increased overall by 15.8% from 2004 to 2023 and by 6.4% from 2018 to 2023. Columbia Gas showed the largest increase since 2004 of 15.2%. PGW showed the smallest increase, at 1.5%. Taking into account the mergers, Peoples shows an increase of 6.7% from 2004 to 2023 and UGI shows an increase of 52.3%, but the 2023 data also includes the residential customers formerly under UGI Central Penn.

Table 4 – Number of Residential Customers – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	401,219	404,017	406,313	409,411	412,598	415,431
PAWC	608,928	613,434	628,402	632,758	642,776	649,956
PWSA*	95,565	97,726	97,834	97,915	99,183	100,986
Other Class A:						
Audubon	2,728	2,712	2,631	2,687	2,695	2,655
Columbia Water	9,663	9,733	9,778	9,838	10,886	11,460
Community Utilities**	2,624	2,632	2,640	2,647	2,651	2,657
Newtown Artesian	9,373	9,625	9,639	9,649	9,658	9,684
Veolia Bethel	2,432	2,462	2,439	2,450	2,452	2,453
Veolia PA	54,936	56,266	57,138	58,175	58,926	59,452
York	61,603	62,128	62,697	63,323	67,214	64,901
Industry Total	1,249,071	1,260,735	1,279,511	1,288,853	1,309,039	1,319,635

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The number of residential customers for the water utilities increased overall by 5.6% from 2018 to 2023. For the three larger water utilities, PAWC showed the largest increase, at 6.7%. Columbia Water and Veolia PA had the largest increases of the Other Class A water utilities, at 18.6% and 8.2% respectively. Audubon was the only water utility to show a decrease from 2018 to 2023 of -2.7%.

The ***Number of Confirmed Low-Income Customers*** shown below for the electric and gas industries represents an average of the 12 months of month-end data reported by the utilities for calendar years 2004 and 2018-2023. Confirmed low-income customer data is not available for the water industry. A confirmed low-income customer is one where the EDC/NGDC has verified gross household income or obtained information that would reasonably place the customer at or below the 150% FPIG level. Confirmed low-income customer counts may fluctuate from year to year due to factors such as the timing of CAP program recertification processes, differences in the methodologies used to identify low-income customers and to some extent, the impact of the pandemic and discontinuation of termination and collection operations.

Table 5 – Number of Confirmed Low-Income Customers – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	32,458	49,346	48,373	47,619	48,153	51,118	53,128
Met-Ed	31,231	72,200	73,647	73,106	57,945	58,174	61,036
PECO*	208,789	171,804	164,632	161,795	168,532	174,036	183,740
Penelec	49,908	90,502	91,350	90,218	72,750	72,888	75,842
Penn Power	14,665	20,087	20,221	19,902	16,136	16,327	16,768
PPL	115,412	189,826	189,683	193,879	196,684	199,360	205,451
West Penn	30,180	72,291	74,203	75,210	63,110	63,157	67,170
Industry Total	482,643	666,056	662,109	661,729	623,310	635,060	663,134

*PECO's data includes electric and gas.

The number of confirmed low-income customers for the electric industry increased overall by 37.4% 2004 to 2023 but decreased by -0.4% from 2018 to 2023. Met-Ed and West Penn showed the largest increases from 2004 to 2023 with 95.4% and 122.6% respectively but showed decreases from 2018 to 2023 -15.5% and -7.1%. PECO was the only electric utility to show a decrease in the number of confirmed low-income customers from 2004 to 2023 by -12.0% but showed an increase of 6.9% from 2018 to 2023.

Table 6 – Number of Confirmed Low-Income Customers – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	70,038	67,590	67,582	68,078	68,168	70,084	72,231
NFG	24,491	30,661	32,282	35,241	22,517	23,458	23,914
Peoples*	59,768	60,262	67,718	108,540	108,417	108,055	112,886
Peoples-Equitable*	32,360	44,714	41,585	N/A	N/A	N/A	N/A
PGW	153,707	149,217	147,014	133,785	110,364	115,093	128,732
UGI-Gas**	20,541	34,802	39,108	77,553	78,450	85,018	89,923
UGI Penn Natural**	25,148	21,958	24,934	N/A	N/A	N/A	N/A
Industry Total	386,053	409,204	420,223	423,197	387,916	401,709	427,686

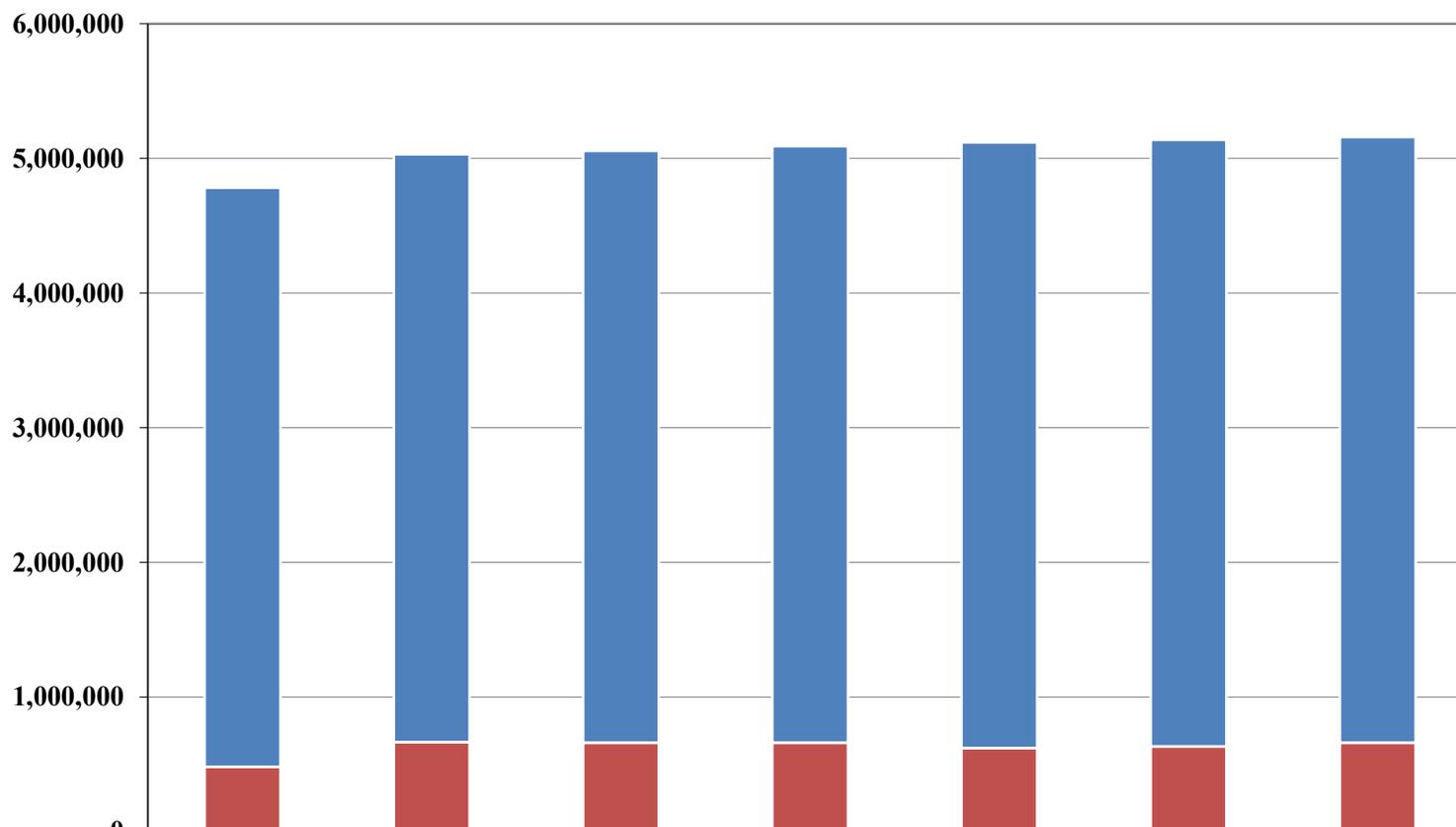
*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The number of confirmed low-income customers for the gas industry increased overall by 10.8% from 2004 to 2023 and by 4.5% from 2018 to 2023. PGW showed a decrease in the number of confirmed low-income customers from 2004 to 2023 of -16.2% and from 2018 to 2023 of -13.7%. NFG also showed a decrease from 2004 to 2023 of -2.4% and of -22.0% from 2018 to 2023. Columbia showed an increase of 3.1% from 2004 to 2023 and an increase of 6.9% from 2018 to 2023. Taking into account the mergers, Peoples showed an increase of 22.5% from 2004 to 2023 and an increase of 7.5% from 2018 to 2023. UGI showed an increase of 96.8% from 2004 to 2023 and an increase of 58.4% from 2018 to 2023, noting the 2023 data also includes the former Central Penn customer base.

The following graphs show the industry total *Number of Residential and Confirmed Low-Income Customers*, for the electric, gas and water. Confirmed low-income customer data is not available for the water industry. The graphs provide a visual perspective to better recognize the industry trends.

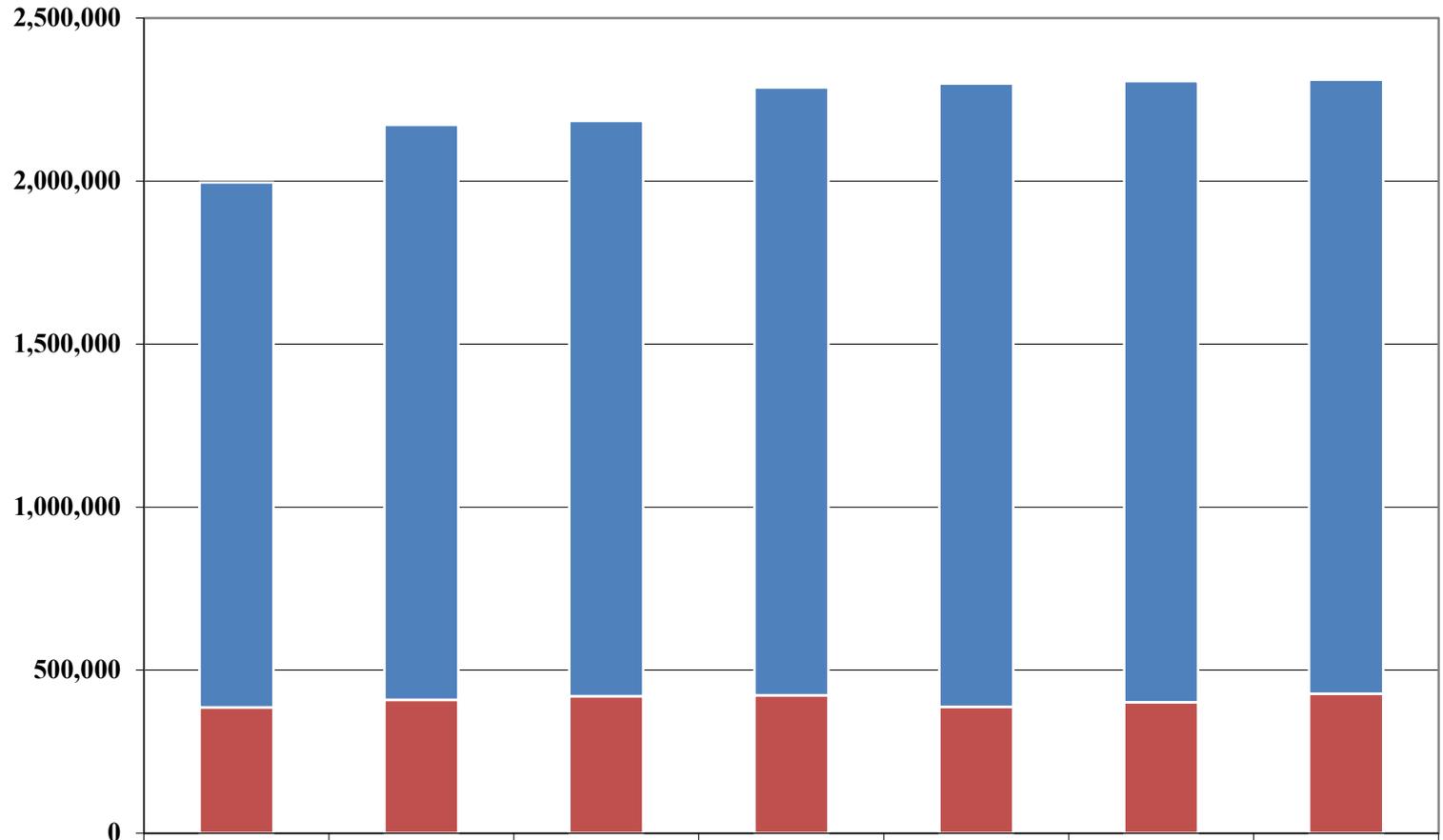
Number of Residential Customers - Electric (Residential + Confirmed Low-Income)



	2004	2018	2019	2020	2021	2022	2023
■ Residential-Excluding Conf. Low-Income	4,299,781	4,364,725	4,394,669	4,429,371	4,496,117	4,503,032	4,497,100
■ Confirmed Low-Income	482,643	666,056	662,109	661,729	623,310	635,060	663,134

■ Confirmed Low-Income
 ■ Residential-Excluding Conf. Low-Income

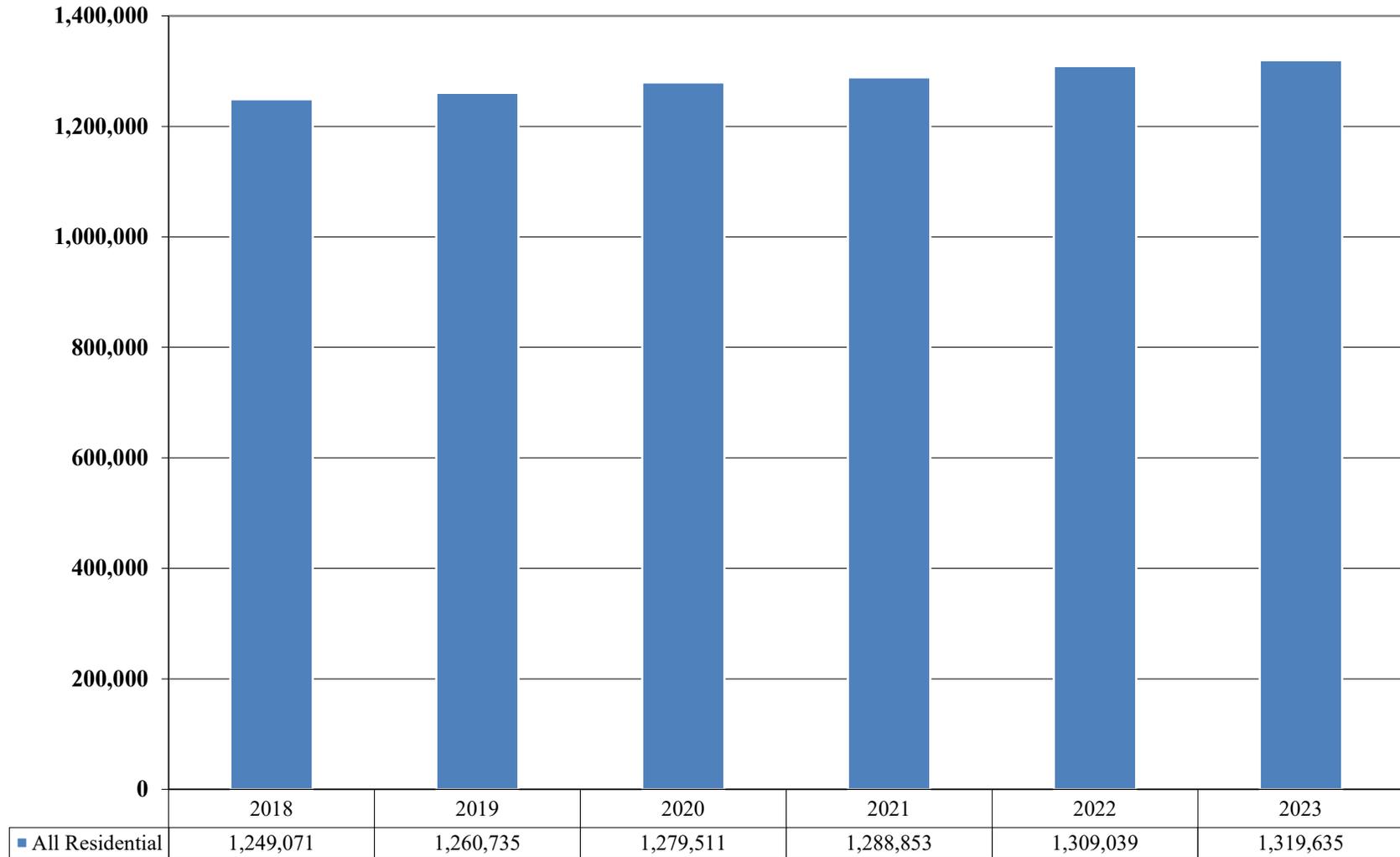
Number of Residential Customers - Gas (Residential + Confirmed Low-Income)



	2004	2018	2019	2020	2021	2022	2023
■ Residential-Excluding Conf. Low-Income	1,610,225	1,763,813	1,764,530	1,863,706	1,911,520	1,904,818	1,883,281
■ Confirmed Low-Income	386,053	409,204	420,223	423,197	387,916	401,709	427,686



Number of Residential Customers - Water* (All Residential)



■ All Residential

*The water industry does not report confirmed low-income data.

Utilities report residential customers with debt in active accounts in two separate categories: Debt on Arrangements and Debt not on Arrangements. The following tables show the *Percentage of Residential Customers in Debt on Arrangements* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The debt on arrangements includes both Commission and utility granted payment arrangements. This variable is calculated by dividing the number of residential customers in debt on arrangements by the total number of residential customers in debt. Customers participating in CAP programs are excluded from this metric.

Table 7 – Percentage of Residential Customers in Debt – On Arrangements – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	23.7%	18.3%	17.0%	16.1%	18.6%	19.0%	17.5%
Met-Ed	27.9%	24.6%	24.9%	23.7%	27.0%	29.0%	29.9%
PECO*	12.1%	8.1%	8.6%	9.1%	19.7%	16.6%	12.6%
Penelec	28.6%	25.4%	25.7%	24.4%	28.2%	29.2%	29.7%
Penn Power	27.7%	24.1%	25.4%	23.7%	27.4%	28.8%	29.0%
PPL	27.5%	35.9%	35.3%	25.5%	36.4%	38.4%	34.5%
West Penn	7.5%	21.0%	23.5%	22.6%	25.8%	27.2%	28.3%
Industry Average	17.6%	21.2%	21.4%	18.4%	25.9%	25.8%	24.2%

*PECO statistics include electric and gas.

The percentage of residential customers in debt on arrangements for the electric industry increased overall by 37.5% during the period from 2004 to 2023 and by 14.2% from 2018 to 2023. West Penn showed the largest increase in the percentage of residential customers in debt on arrangements from 2004 to 2023 at 277.3% but only an increase of 34.8% from 2018 to 2023. PPL showed an increase of 25.5% from 2004 to 2023 and a decrease of -3.9% from 2018 to 2023. Duquesne was the only utility to show a decrease in the percentage of residential customers in debt from 2004 to 2023 of -26.2%.

Table 8 – Percentage of Residential Customers in Debt – On Arrangements – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	27.8%	37.5%	39.2%	49.4%	37.1%	37.9%	39.3%
NFG	24.1%	14.5%	13.0%	6.5%	11.5%	13.5%	18.5%
Peoples*	24.4%	22.0%	21.5%	20.7%	17.7%	14.3%	16.3%
Peoples-Equitable*	16.4%	20.1%	20.3%	N/A	N/A	N/A	N/A
PGW	22.7%	19.4%	16.4%	7.7%	12.9%	8.9%	15.5%
UGI-Gas**	10.6%	18.2%	23.0%	23.9%	19.5%	25.0%	28.1%
UGI Penn Natural**	12.7%	22.4%	28.6%	N/A	N/A	N/A	N/A
Industry Average	21.0%	21.4%	21.8%	17.9%	18.0%	17.1%	21.6%

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The percentage of residential customers in debt on arrangements for the gas industry increased overall by 2.9% from 2004 to 2023 and by 0.9% from 2018 to 2023. Columbia had the largest increase in residential customers in debt on arrangements of 41.4% from 2004 to 2023, but only increased by 4.8% from 2018 to 2023. NFG and PGW showed decreases from 2004 to 2023 of -23.2% and -31.7% respectively. Taking into account the mergers, Peoples showed a -19.3% decrease in the percentage of residential customers in debt on arrangements from 2004 to 2023, while UGI showed a 146.5% increase.

Table 9 – Percentage of Residential Customers in Debt – On Arrangements – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	21.3%	21.3%	20.3%	22.9%	23.2%	25.0%
PAWC*	12.5%	12.8%	10.4%	18.8%	20.7%	21.0%
PWSA	7.6%	12.5%	8.6%	9.5%	15.4%	30.1%
Other Class A:						
Audubon**	10.0%	10.1%	6.5%	7.2%	7.4%	8.8%
Columbia Water	11.9%	13.3%	6.6%	21.9%	8.4%	7.3%
Community Utilities***	N/A	1.6%	1.8%	7.9%	20.5%	22.0%
Newtown Artesian	0.0%	0.6%	3.7%	4.7%	4.0%	4.5%
Veolia Bethel	0.5%	0.5%	0.6%	0.6%	0.0%	0.0%
Veolia PA	2.1%	3.3%	2.4%	10.8%	11.9%	7.8%
York	8.1%	7.0%	5.3%	13.5%	10.9%	11.6%
Industry Average	13.8%	14.6%	12.3%	18.1%	20.1%	22.1%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The percentage of residential customers in debt on arrangements for the water industry increased overall by 60.2% from 2018 to 2023. PWSA had the biggest increase of the three large water companies at 296.1% from 2018 to 2023, while Veolia PA showed the largest increase of the Other Class A water utilities at 271.4%. From the first year of reporting in 2019 to 2023, Community Utilities showed an increase in the percentage of residential customers in debt on arrangements of 1,275%. Audubon and Columbia Water were the only two water utilities to show a decrease in the percentage of residential customers in debt on arrangements from 2018 to 2023 with -12.0% and -38.7% respectively.

Utilities report residential customers with debt in active accounts in two separate categories: Debt on Arrangements and Debt not on Arrangements. The following tables show the *Percentage of Residential Customers in Debt Not on Arrangements* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. This variable is calculated by dividing the number of residential customers in debt not on arrangements by the total number of residential customers in debt. Customers participating in CAP programs are excluded from this metric.

Table 10 – Percentage of Residential Customers in Debt – Not on Arrangements – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	76.3%	81.7%	83.0%	83.9%	81.4%	81.1%	82.5%
Met-Ed	72.1%	75.4%	75.1%	76.3%	73.0%	71.0%	70.1%
PECO*	87.9%	91.9%	91.4%	91.0%	80.3%	83.4%	87.4%
Penelec	71.4%	74.6%	74.3%	75.6%	71.9%	70.8%	70.3%
Penn Power	72.3%	75.9%	74.6%	76.3%	72.6%	71.2%	71.0%
PPL	72.5%	64.1%	64.7%	74.6%	63.6%	61.6%	65.5%
West Penn	92.5%	79.0%	76.5%	77.4%	74.3%	72.8%	71.7%
Industry Average	82.4%	78.9%	78.6%	81.6%	74.1%	74.2%	75.8%

*PECO statistics include electric and gas.

The percentage of residential customers in debt not on arrangements for the electric industry decreased overall by -8.0% from 2004 to 2023 and by -3.9% from 2018 to 2023. PPL and West Penn showed the largest decreases since 2004 with -9.7% and -22.5 respectively. Duquesne was the only utility to show an increase in the percentage of residential customers in debt not on arrangements of 8.1% from 2004 to 2023.

Table 11 – Percentage of Residential Customers in Debt – Not on Arrangements – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	72.2%	62.5%	60.8%	50.6%	62.9%	62.1%	60.7%
NFG	75.9%	85.6%	87.0%	93.5%	88.5%	86.5%	81.5%
Peoples*	75.6%	78.0%	78.5%	79.3%	82.3%	85.7%	83.7%
Peoples-Equitable*	83.6%	79.9%	79.8%	N/A	N/A	N/A	N/A
PGW	77.4%	80.6%	83.6%	92.5%	87.1%	91.1%	84.5%
UGI-Gas**	89.4%	81.8%	77.0%	76.1%	80.5%	75.0%	71.9%
UGI Penn Natural**	87.3%	77.6%	71.4%	N/A	N/A	N/A	N/A
Industry Average	79.0%	78.6%	78.2%	82.1%	82.0%	82.9%	78.4%

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The percentage of residential customers in debt not on arrangements for the gas industry decreased overall by -0.8% from 2004 to 2023 and by -0.3%. NFG and PGW showed the largest increases in residential customers in debt not on arrangements with 7.4% and 9.2% respectively. Columbia showed the largest decrease from 2004 to 2023 with -15.9%. Taking into account the mergers, Peoples showed a 4.9% increase, while UGI decreased the percentage of residential customers in debt not on arrangement by -18.8% from 2004 to 2023.

Table 12 – Percentage of Residential Customers in Debt – Not on Arrangements – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	78.7%	78.7%	79.7%	77.1%	76.8%	75.0%
PAWC	87.5%	87.2%	89.6%	81.2%	79.3%	79.0%
PWSA*	92.5%	87.5%	91.4%	90.5%	84.6%	69.9%
Other Class A:						
Audubon**	90.0%	89.9%	93.5%	92.8%	92.6%	91.3%
Columbia Water	88.1%	86.7%	93.4%	78.1%	91.6%	92.7%
Community Utilities***	N/A	98.4%	98.2%	92.1%	79.5%	78.0%
Newtown Artesian	100.0%	99.4%	96.3%	95.3%	96.0%	95.5%
Veolia Bethel	99.5%	99.5%	99.4%	99.4%	100.0%	100.0%
Veolia PA	97.9%	96.7%	97.6%	89.2%	88.1%	92.2%
York	91.9%	93.0%	94.7%	86.5%	89.1%	88.4%
Industry Average	86.2%	85.4%	87.7%	81.9%	79.9%	77.9%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

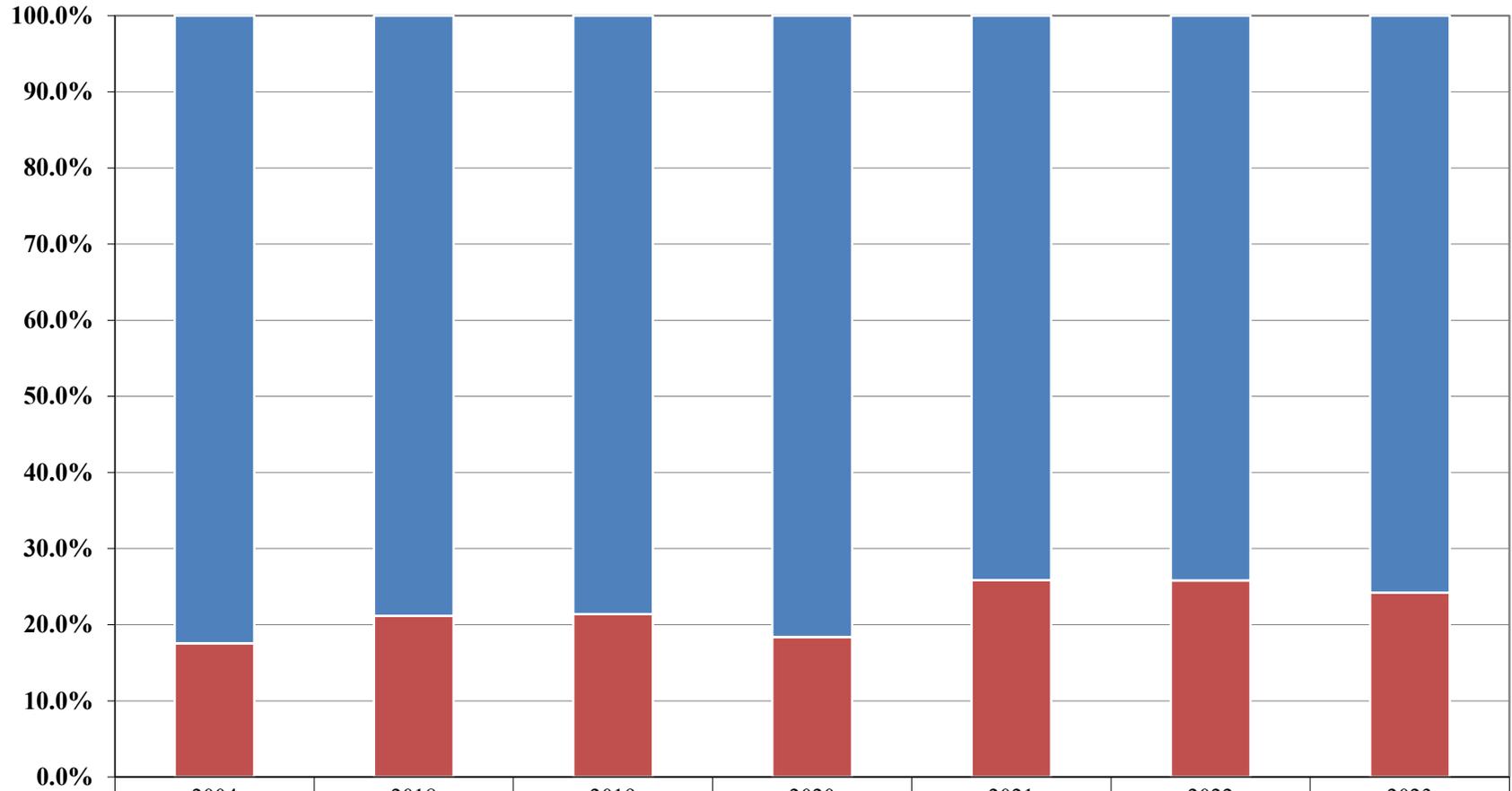
**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The percentage of residential customers in debt not on arrangements for the water utilities decreased overall by -9.6% from 2018 to 2023. Audubon and Columbia Water showed the largest increases with 1.5% and 5.1% respectively. PAWC and PWSA showed the largest decreases in the percentage of residential customers in debt not on arrangements with -9.7% and -24.4% respectively. From the first reporting year in 2019 to 2023, Community Utilities showed a decrease of -20.7% Newtown Artesian and Veolia Bethel had the highest percentages of residential customers in debt not on arrangements in 2023 at 95.5% and 100% respectively.

The following graphs show the breakdown of the utilities’ total number of customers in debt by comparing the *Percentage of Residential Customers in Debt on Arrangement vs. Not on Arrangement* for the electric, gas and water industries. The graphs provide a visual perspective to better recognize the industry trends. Again, these collections variables represent accounts where service is still active.

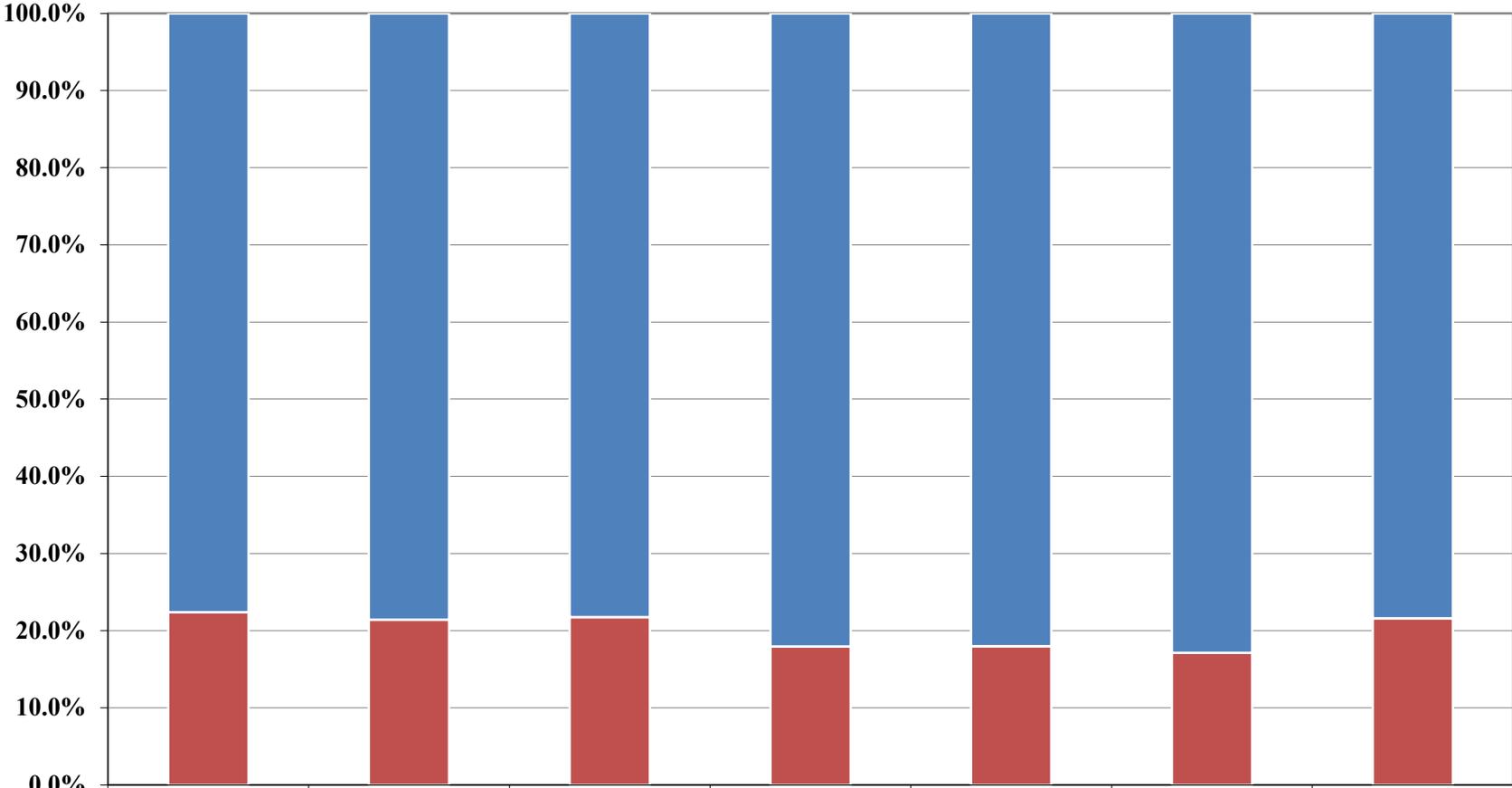
Residential Customers in Debt - Electric (Percentage on Arrangement vs. Not on Arrangement)



	2004	2018	2019	2020	2021	2022	2023
■ Not on Arrangement	82.4%	78.9%	78.6%	81.6%	74.1%	74.2%	75.8%
■ On Arrangement	17.6%	21.2%	21.4%	18.4%	25.9%	25.8%	24.2%

■ On Arrangement ■ Not on Arrangement

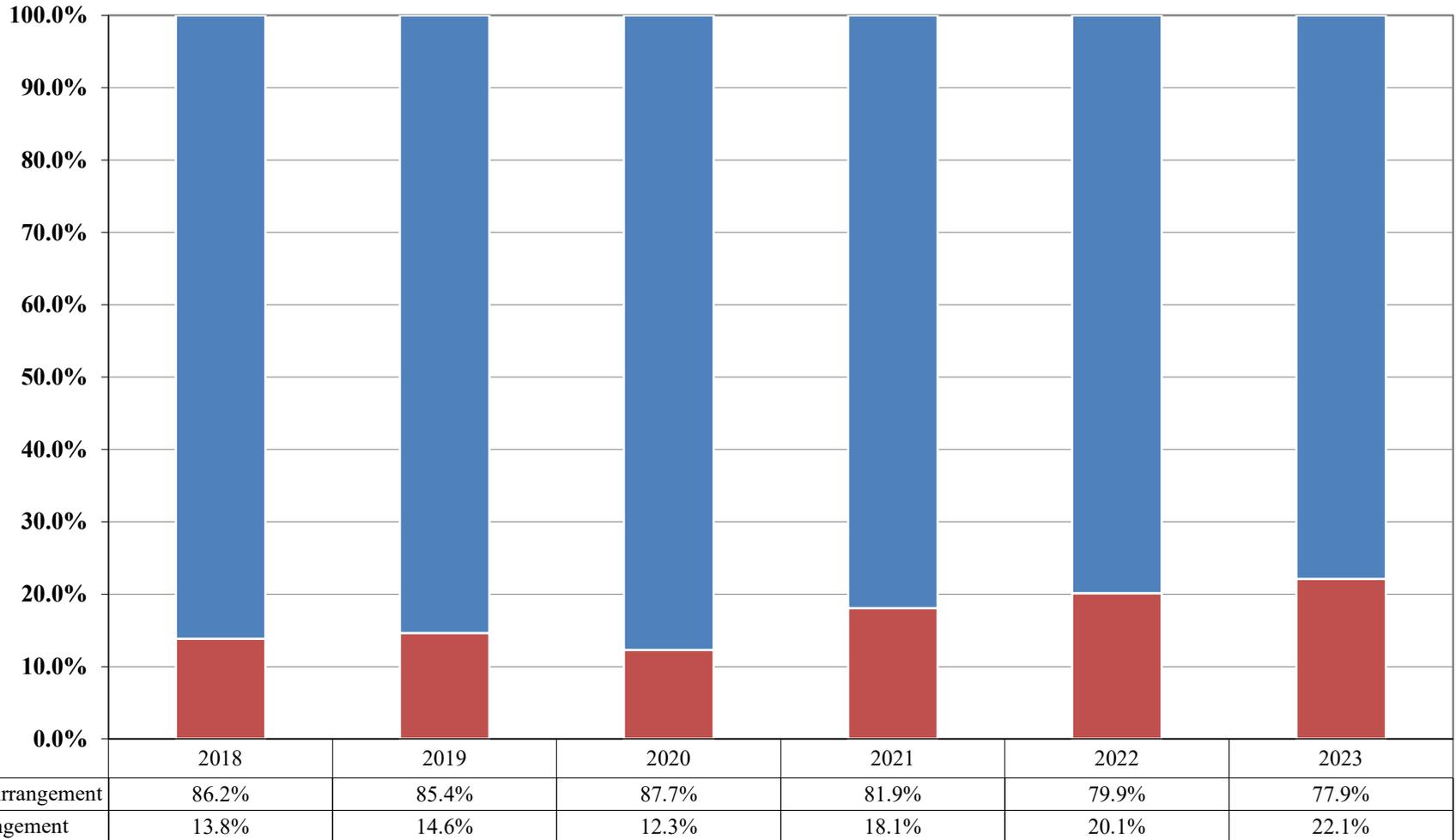
Residential Customers in Debt - Gas (Percentage on Arrangement vs. Not on Arrangement)



■ Not on Arrangement	77.6%	78.6%	78.2%	82.1%	82.0%	82.9%	78.4%
■ On Arrangement	22.4%	21.4%	21.8%	17.9%	18.0%	17.1%	21.6%

■ On Arrangement ■ Not on Arrangement

Percentage of Residential Customers in Debt - Water (Percentage on Arrangement vs. Not on Arrangement)



■ On Arrangement ■ Not on Arrangement

The following tables show the total *Percentage of Residential Customers in Debt* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. These tables show active accounts, where the customers have debt, but service is still on. The percentage of customers in debt is calculated by dividing the total number of residential customers in debt by the total number of residential customers. Customers who participate in a Customer Assistance Program (CAP) are not included in the debt totals or dollars.

Table 13 – Percentage of Residential Customers in Debt – Active Accounts – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	11.8%	14.7%	14.1%	15.2%	12.3%	12.6%	12.7%
Met-Ed	18.8%	20.3%	20.3%	17.9%	14.6%	14.6%	15.2%
PECO*	19.8%	19.0%	18.4%	19.0%	18.0%	18.7%	17.9%
Penelec	19.9%	20.7%	21.1%	18.4%	15.0%	15.0%	15.6%
Penn Power	19.2%	17.9%	17.3%	15.3%	12.8%	12.9%	13.1%
PPL	16.0%	16.9%	15.9%	14.9%	14.5%	15.4%	17.8%
West Penn	17.5%	18.4%	18.0%	16.0%	13.1%	12.9%	13.4%
Industry Average	17.6%	18.2%	17.7%	16.9%	15.2%	15.6%	16.1%

*PECO statistics include electric and gas.

The percentage of residential customers in debt for the electric industry decreased overall by -8.5% from 2004 to 2023 and decreased by -11.5% from 2018 to 2023. However, the industry average pre-pandemic was higher than in 2004. In 2023, Duquesne and PPL have a percentage of residential customers in debt that still exceeds the 2004 levels. In 2021 and 2022, the percentage of residential customers in debt decreased in response to the pause or slowdown in collection activities by the utilities but has begun the increase again as normal operations resume. PECO is the only utility to show an overall trend in which the percentage of residential customers in debt has decreased each year since the pandemic.

Table 14 – Percentage of Residential Customers in Debt – Active Accounts – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	14.1%	10.9%	10.8%	7.6%	9.6%	9.6%	9.7%
NFG	16.5%	16.0%	16.8%	17.7%	15.6%	16.3%	15.7%
Peoples*	18.0%	14.0%	13.9%	13.1%	11.3%	15.4%	14.5%
Peoples-Equitable*	27.4%	15.1%	14.8%	N/A	N/A	N/A	N/A
PGW	38.0%	27.1%	24.5%	25.7%	26.5%	27.7%	24.2%
UGI-Gas**	15.2%	18.1%	15.4%	14.0%	13.4%	13.8%	13.9%
UGI Penn Natural**	17.5%	18.7%	16.3%	N/A	N/A	N/A	N/A
Industry Average	22.6%	17.6%	16.4%	15.4%	15.2%	16.6%	15.6%

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The percentage of residential customers in debt for the gas industry has decreased overall by -31.0% from 2004 to 2023 and decreased by -11.4% from 2018 to 2023. Columbia and PGW showed the largest decreases in the percent of residential customers in debt since 2004, by -31.2% and -36.3% respectively. NFG showed the smallest overall decrease from 2004 to 2023, at -4.8%. Taking into account the mergers, from 2004 to 2023 Peoples decreased the percentage of customers in debt by -34.1%, while UGI decreased the percentage of customers in debt by -13.1%.

Table 15 – Percentage of Residential Customers in Debt – Active Accounts – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	14.2%	13.8%	13.8%	13.0%	13.8%	13.9%
PAWC	18.2%	17.0%	18.4%	16.7%	17.4%	16.7%
PWSA*	27.7%	27.1%	28.9%	29.2%	21.5%	15.3%
Other Class A:						
Audubon**	3.3%	2.9%	4.1%	2.6%	4.0%	3.0%
Columbia Water	4.8%	4.6%	5.3%	4.1%	3.3%	2.8%
Community Utilities***	N/A	16.3%	19.0%	22.1%	23.2%	21.7%
Newtown Artesian	6.0%	3.3%	3.6%	3.3%	3.6%	3.5%
Veolia Bethel	8.8%	8.3%	7.0%	6.5%	6.9%	6.9%
Veolia PA	8.9%	8.6%	9.3%	8.2%	8.4%	8.2%
York	13.0%	11.8%	14.3%	12.9%	12.3%	13.9%
Industry Average	16.7%	15.9%	16.9%	15.7%	15.6%	14.9%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

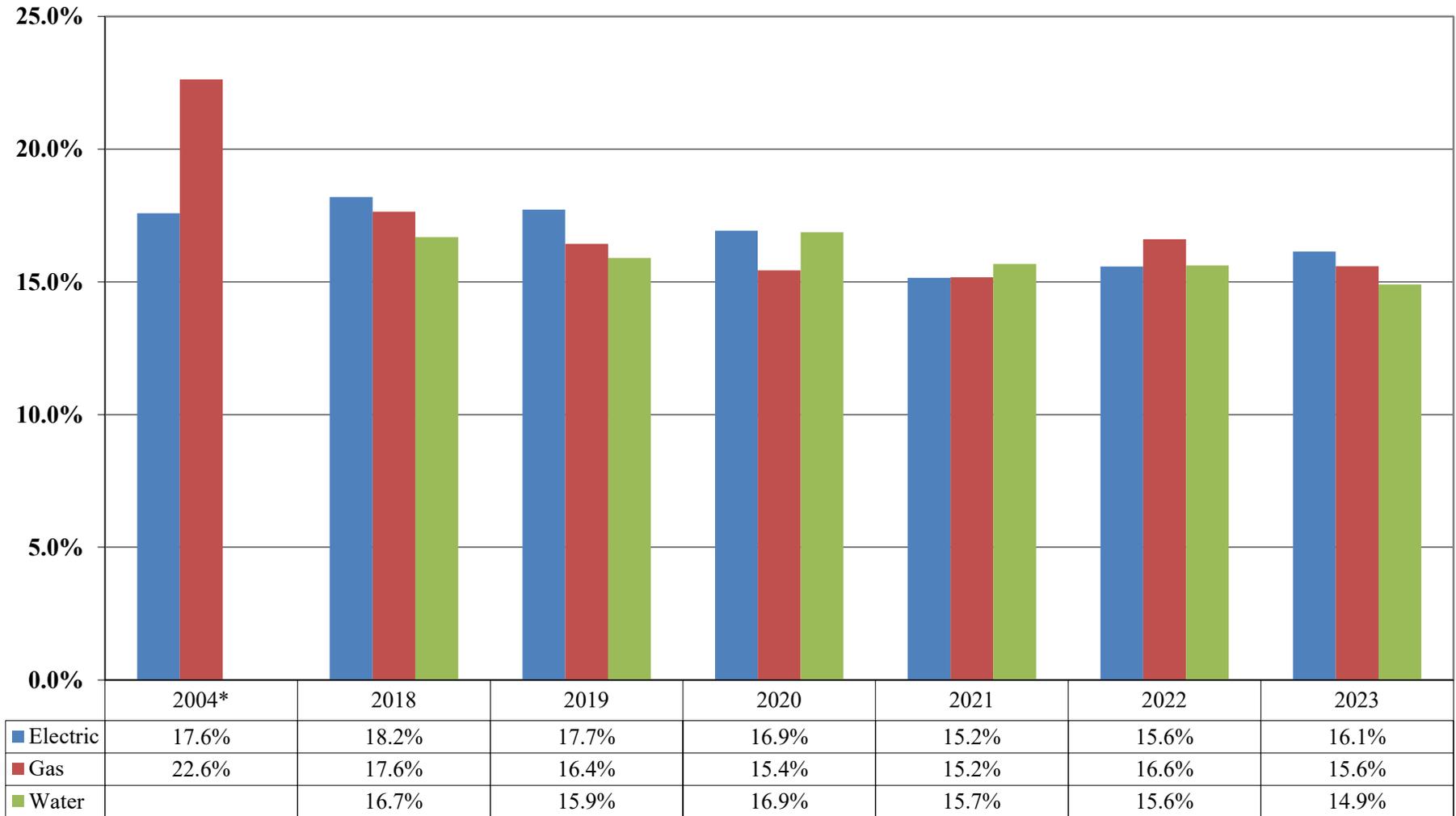
**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The percentage of residential customers in debt for the water utilities decreased overall by -10.8% from 2018 to 2023. Community Utilities showed an increase of 33.1% from the first reporting year of 2019 to 2023. York is the only utility to show an increase from 2018 to 2023 of 6.9%. PWSA had the largest decrease from 2018 to 2023, at -44.8%, followed by Columbia Water and Newtown Artesian, both at -41.7%.

The following graph shows the *Percentage of Residential Customers in Debt* for the electric, gas and water industries. The graphs provide a visual perspective to better recognize the industry trends. Again, the collections variable residential customers in debt represents accounts where service is still active. The water industry reporting did not start until 2012.

Percentage of Residential Customers in Debt - Active Accounts - Electric, Gas & Water



■ Electric
 ■ Gas
 ■ Water

*Water utilities did not report this data in 2004.

Utilities report the number of residential customers in debt in active accounts in two separate categories: Customers in Debt on Arrangements and Customers in Debt not on Arrangements. The following tables show the ***Total Number of Residential Customers in Debt for Active Accounts*** for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The total number of customers in debt is a combination of the two categories and represents a 12-month average of the end of month totals as reported by the utilities. These customers have arrearages, but their service is still on and the accounts are active. Customers participating in CAP are excluded from this metric.

Table 16 – Total Number of Residential Customers in Debt – Active Accounts – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	61,960	78,725	75,921	82,489	66,833	68,501	69,762
Met-Ed	86,297	101,948	102,668	91,108	74,502	75,275	78,646
PECO*	275,634	283,091	277,266	288,140	276,095	287,317	277,241
Penelec	100,221	104,025	105,679	92,065	75,388	75,187	78,021
Penn Power	26,442	26,050	25,222	22,418	19,002	19,220	19,626
PPL	185,375	206,835	196,086	184,646	180,978	193,321	224,915
West Penn	105,331	115,106	112,996	100,939	82,863	81,732	84,607
Total	841,260	915,780	895,838	861,805	775,661	800,553	832,818

*PECO statistics include electric and gas.

The total number of residential customers in debt with active accounts for the electric industry decreased overall by -1.0% from 2004 to 2023 and by -9.1% from 2018 to 2023. The electric industry numbers in the pre-pandemic years were higher than the 2004 levels. The FirstEnergy companies were the only utilities to show decreases in the number of residential customers in debt for active accounts from 2004 to 2023. Duquesne and PPL showed the largest increases in the total number of residential customers in debt since 2004, with 12.6% and 21.3%, respectively.

Table 17 – Total Number of Residential Customers in Debt – Active Accounts – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	50,485	43,403	43,040	30,777	39,339	39,346	39,780
NFG	32,266	31,566	33,122	34,954	30,800	32,047	30,885
Peoples*	58,319	46,999	46,563	77,534	67,038	91,466	85,919
Peoples-Equitable*	64,152	37,422	36,782	N/A	N/A	N/A	N/A
PGW	180,908	129,202	117,439	125,301	129,513	135,157	116,835
UGI-Gas**	41,142	65,437	56,487	84,339	82,131	85,058	86,863
UGI Penn Natural**	24,524	29,307	25,611	N/A	N/A	N/A	N/A
Total	451,796	383,336	359,044	352,905	348,821	383,074	360,282

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The total number of residential customers in debt with active accounts for the gas industry decreased overall by -20.3% from 2004 to 2023, and by -6.0% from 2018 to 2023. PGW had the largest decrease in the number of residential customers in debt with active accounts by -35.4%. Taking into account the mergers, Peoples had the second largest decrease in the number of residential customers in debt with active accounts by -29.9%. Columbia showed a decrease of -21.2% from 2004 to 2023, and NFG had the smallest decrease in the number of residential customers in debt with active accounts at -4.3%. UGI showed an increase after the mergers of 32.3% in the number of residential customers in debt with active accounts, but this increase also includes the former UGI Central Penn customer base.

Table 18 – Total Number of Residential Customers in Debt – Active Accounts – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	57,074	55,883	56,149	53,214	56,764	57,581
PAWC	110,514	104,413	115,427	105,880	111,597	108,628
PWSA*	26,465	26,505	28,299	28,566	21,338	15,408
Other Class A:						
Audubon**	90	79	108	69	108	80
Columbia Water	464	450	517	398	358	317
Community Utilities***	N/A	428	500	585	614	577
Newtown Artesian	562	321	351	322	351	336
Veolia Bethel	213	203	170	158	169	168
Veolia PA	4,878	4,820	5,297	4,786	4,936	4,843
York	8,028	7,349	8,975	8,149	8,232	9,028
Total	208,288	200,451	215,793	202,127	204,467	196,966

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The total number of residential customers in debt with active accounts for the water utilities decreased overall by -5.4% from 2018 to 2023. PWSA and Newtown Artesian had the two largest decreases in the number of customers in debt with active accounts at -41.8% and -40.2% respectively. Aqua and York were the only two utilities to show an increase in the number of residential customers in debt with active accounts from 2018 to 2023, with 0.9% and 12.5% respectively.

Utilities report the *Number of Residential Customers in Debt for Inactive Accounts*. Inactive accounts are accounts that have service terminated or discontinued and arrears or balances not yet written-off by the utility. Inactive account balances will either be paid by the customer or be written-off as uncollectible by the utility and reported as part of the Gross Write-Offs. Inactive accounts represent the final step in the collections cycle. The following tables show the number of residential customers in debt with inactive accounts for electric, gas and water utilities from 2018-2023. Utilities started reporting select data for Inactive Accounts in 2012. Customers who may have defaulted from or voluntarily left a CAP program and had an unpaid balance are included in this metric.

Table 19 – Number of Residential Customers in Debt – Inactive Accounts – Electric

Utility	2018	2019	2020	2021	2022	2023
Duquesne	5,766	5,385	3,996	4,502	4,618	4,336
Met-Ed	11,265	10,612	8,184	10,063	9,836	9,712
PECO*	15,425	15,774	18,194	17,486	20,874	20,936
Penelec	11,549	11,375	8,452	10,364	9,819	9,998
Penn Power	2,537	2,412	1,839	2,099	2,195	2,235
PPL	22,586	22,734	17,294	18,644	21,384	25,298
West Penn	11,238	11,159	8,177	9,529	9,408	9,424
Total	80,366	79,451	66,136	72,687	78,134	81,939

*PECO statistics include electric and gas.

The number of residential customers in debt with inactive accounts for the electric industry increased overall by 2.0% during the period from 2018 to 2023. PECO and PPL were the only two utilities who showed an increase in the number of residential accounts with inactive debt, with 35.7% and 12.0% respectively. Duquesne showed the largest decrease in the number of residential customers in debt with inactive accounts, with -24.8%. All of the FirstEnergy companies also showed decreases from 2018 to 2023, but those decreases were not enough to offset the PECO and PPL increases, which drove the increase in the overall industry average.

Table 20 – Number of Residential Customers in Debt – Inactive Accounts – Gas

Utility	2018	2019	2020	2021	2022	2023
Columbia Gas	1,504	1,499	1,104	1,410	1,403	1,423
NFG	10,585	8,698	6,327	5,962	6,222	6,776
Peoples*	13,772	14,341	19,756	20,166	21,750	22,642
Peoples-Equitable*	10,367	11,046	N/A	N/A	N/A	N/A
PGW	13,762	16,371	14,994	16,995	19,422	19,303
UGI-Gas**	5,739	6,049	6,610	8,295	9,951	11,024
UGI Penn Natural**	2,511	2,879	N/A	N/A	N/A	N/A
Total	58,240	60,883	48,791	52,828	58,748	61,168

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The number of residential customers in debt with inactive accounts for the gas industry increased overall by 5.0% from 2018 to 2023. PGW showed the largest increase in the number of residential accounts with inactive debt, with 40.3%. Taking into account the mergers, UGI also showed a large increase from 2018 to 2023 with 33.6%. NFG had the largest decrease in the number of residential customers in debt with inactive accounts with -36.0%.

Table 21 – Number of Residential Customers in Debt – Inactive Accounts – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	2,887	3,047	2,731	3,215	3,845	3,780
PAWC	9,962	9,308	6,486	6,957	7,850	8,822
PWSA*	4,638	4,586	4,512	4,213	5,214	9,459
Other Class A:						
Audubon	5	8	9	13	13	11
Columbia Water	141	126	104	86	83	81
Community Utilities**	N/A	18	2	3	6	4
Newtown Artesian	4	1	2	0	21	35
Veolia Bethel	13	9	8	8	7	4
Veolia PA	568	605	453	475	436	446
York	500	433	380	420	453	412
Total	18,718	18,141	14,687	15,390	17,928	23,054

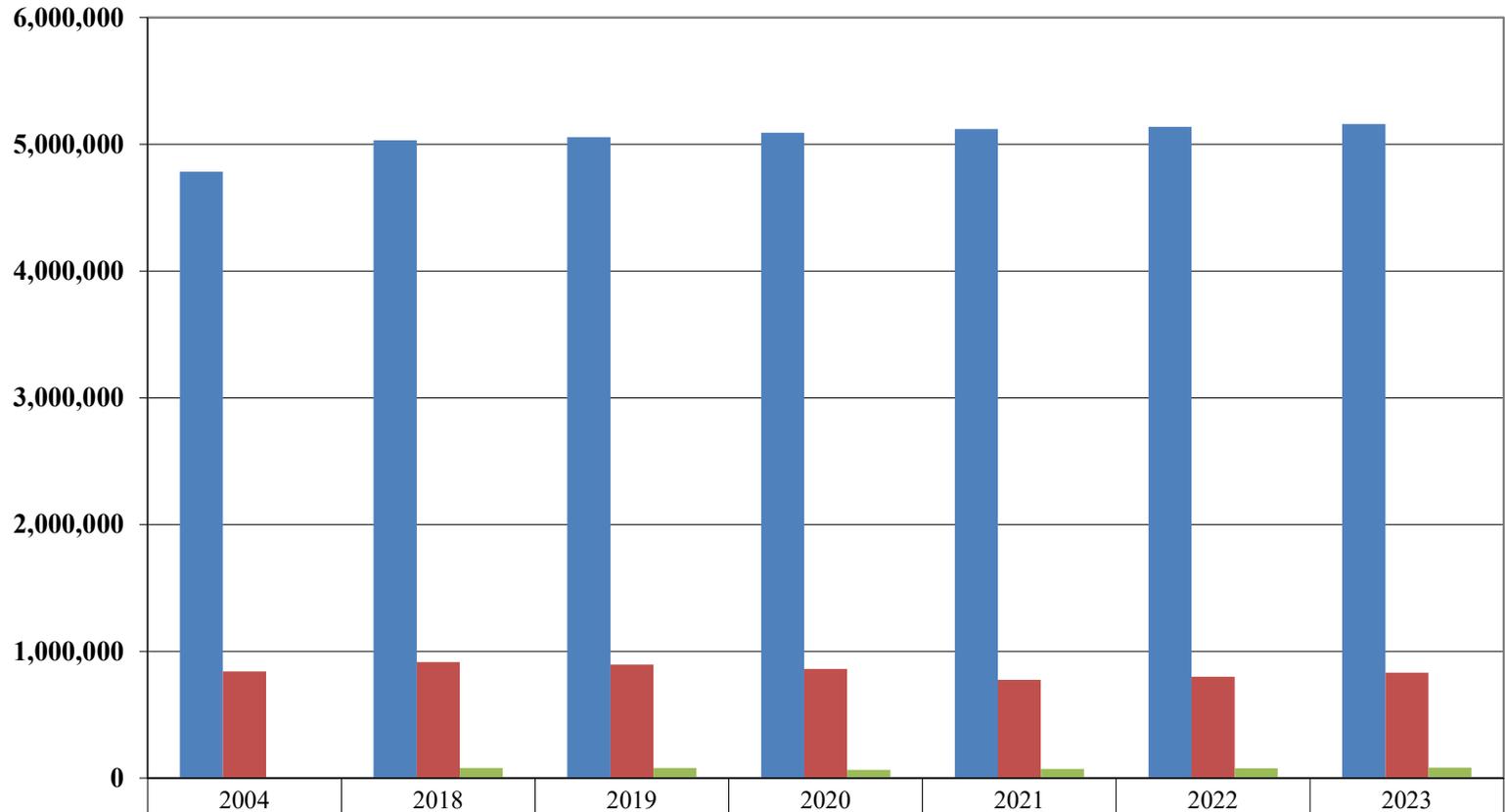
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The number of residential customers in debt with inactive accounts for the water utilities increased by 23.2% from 2018 to 2023. For the large water utilities, Aqua and PWSA showed the biggest increases with 30.9% and 103.9% respectively. For the Other Class A water utilities, Audubon and Newtown Artesian showed the largest increases with 120.0% and 775.0% respectively but the number of customers was much smaller, so the impact on the overall industry average was minimal. Columbia Water and Veolia Bethel had the largest decreases in the number of residential customers in debt with inactive accounts at -42.6% and -69.2% respectively.

The following graphs show the *Number of Residential Customers vs. the Number of Customers in Debt* with active and inactive accounts for the electric, gas and water. The graphs provide a visual perspective to better recognize the industry trends. As a reminder, inactive accounts are those where service is no longer active and the customer had a remaining balance or debt. That debt will either eventually be paid by the customer or written-off by the utility as uncollectible and part of gross write-offs. Customers who defaulted or voluntarily left the CAP program and had a balance are included in this metric.

Number of Residential Customers vs. Customers in Debt - Electric (Active and Inactive Accounts)

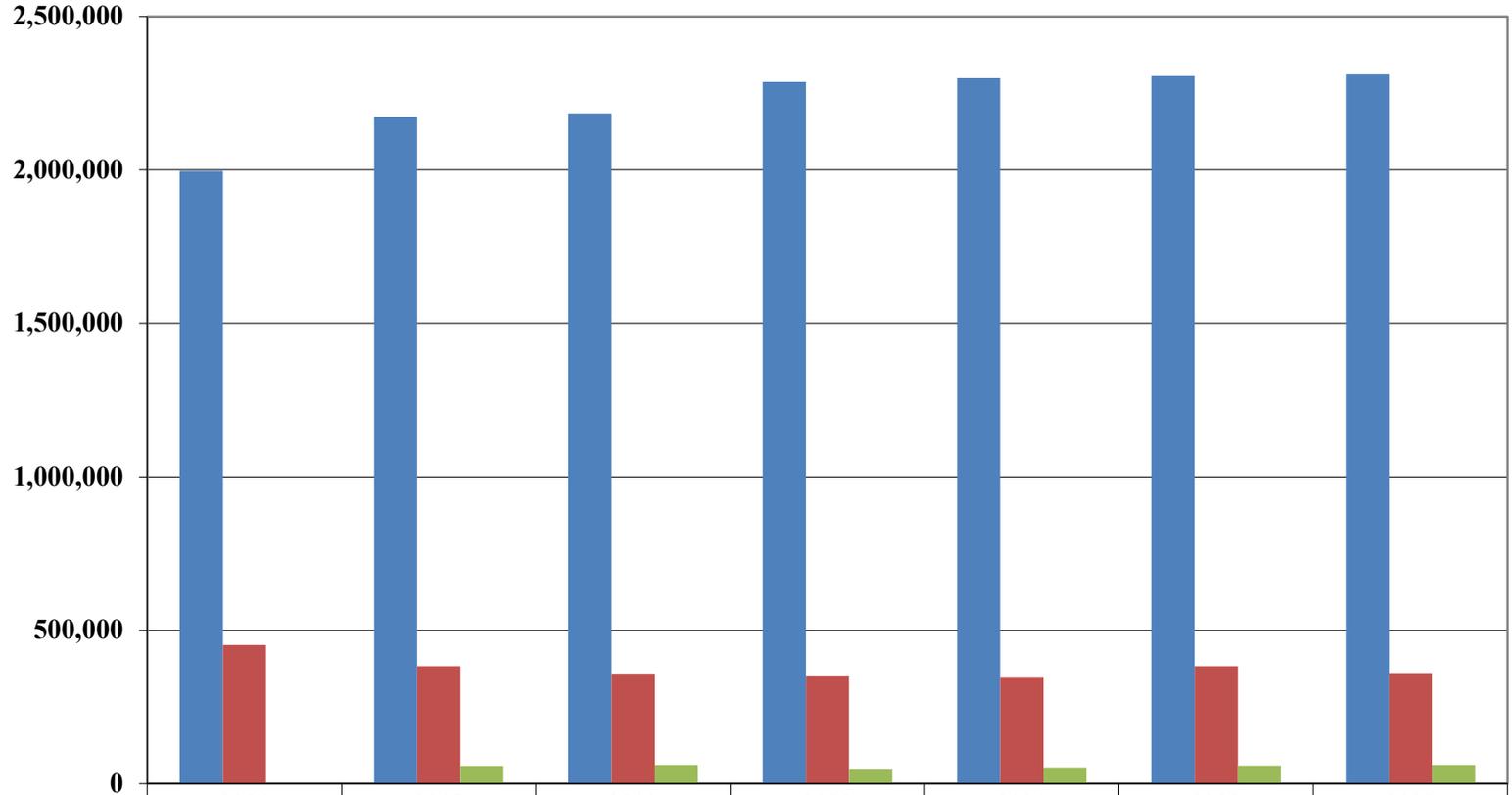


■ Total Residential Customers	4,782,424	5,030,781	5,056,778	5,091,100	5,119,427	5,138,092	5,160,234
■ Customers in Debt-Active Accounts	841,260	915,780	895,838	861,805	775,661	800,553	832,818
■ Customers In Debt-Inactive Accounts*		80,366	79,451	66,136	72,687	78,134	81,939

■ Total Residential Customers
 ■ Customers in Debt-Active Accounts
 ■ Customers In Debt-Inactive Accounts*

*Utilities started reporting select data for Inactive Accounts in 2012.

Number of Residential Customers vs. Customers in Debt - Gas (Active and Inactive Accounts)

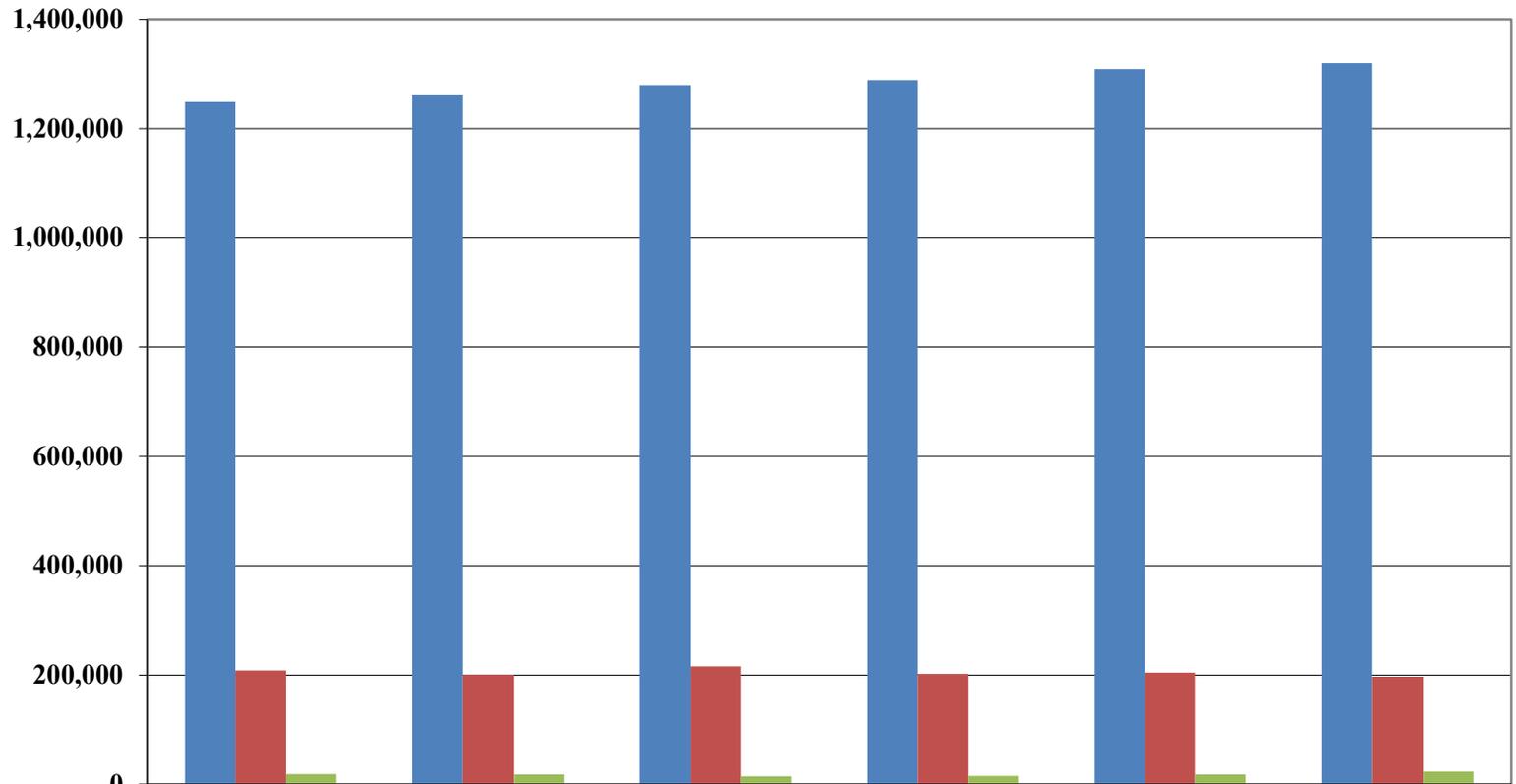


	2004	2018	2019	2020	2021	2022	2023
■ Total Residential Customers	1,996,278	2,173,017	2,184,753	2,286,903	2,299,436	2,306,527	2,310,967
■ Customers in Debt-Active Accounts	451,796	383,336	359,044	352,905	348,821	383,074	360,282
■ Customers In Debt-Inactive Accounts*		58,240	60,883	48,791	52,828	58,748	61,168

■ Total Residential Customers
 ■ Customers in Debt-Active Accounts
 ■ Customers In Debt-Inactive Accounts*

*Utilities started reporting select data for Inactive Accounts in 2012.

Number of Residential Customers vs. Customers in Debt - Water (Active and Inactive Accounts)



	2018	2019	2020	2021	2022	2023
■ Total Residential Customers	1,249,069	1,260,708	1,279,503	1,288,853	1,309,039	1,319,635
■ Customers in Debt-Active Accounts	208,288	200,451	215,793	202,127	204,467	196,966
■ Customers In Debt-Inactive Accounts	18,718	18,141	14,687	15,390	17,928	23,054

■ Total Residential Customers
 ■ Customers in Debt-Active Accounts
 ■ Customers In Debt-Inactive Accounts

*Utilities started reporting select data for Inactive Accounts in 2012.

Utilities report the residential dollars in debt in active accounts in two separate categories: Dollars in Debt on Arrangements and Dollars in Debt not on Arrangements. The following tables show the *Percentage of Residential Total Dollars in Debt on Arrangements* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. This collection variable is calculated by dividing the dollars in debt on arrangements by the total dollars in debt. Customers participating in CAP programs are excluded from this metric.

Table 22 – Percentage of Residential Total Dollars in Debt – On Arrangements – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	36.3%	56.0%	54.8%	46.4%	55.1%	58.2%	48.6%
Met-Ed	61.6%	47.2%	49.1%	48.1%	63.4%	61.6%	57.5%
PECO*	37.0%	18.9%	20.4%	19.5%	38.8%	29.8%	22.7%
Penelec	63.6%	47.6%	48.7%	49.8%	65.8%	64.8%	59.9%
Penn Power	60.7%	45.3%	48.2%	49.7%	64.6%	65.1%	61.1%
PPL	27.5%	40.3%	41.1%	22.3%	49.7%	48.0%	39.8%
West Penn	36.7%	44.2%	50.2%	50.6%	64.7%	64.0%	59.5%
Industry Average	40.2%	38.8%	40.1%	33.5%	52.1%	48.5%	41.9%

*PECO statistics include electric and gas.

The percentage of residential total dollars in debt on arrangements increased for the electric industry overall by 4.2% from 2004 to 2023, and by 8.0% from 2018 to 2023. West Penn had the largest increase since 2004 of 62.1%, with Duquesne and PPL also showing increases of 33.9% and 44.7% respectively. PECO showed the largest decrease in the percentage of residential dollars in debt on arrangement at -38.6%, while Met-Ed and Penelec had decreases of -6.7% and -5.8% respectively.

Table 23 – Percentage of Residential Total Dollars in Debt – On Arrangements – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	58.0%	71.5%	75.4%	77.6%	72.4%	76.7%	75.8%
NFG	36.1%	26.2%	26.3%	10.6%	22.0%	25.5%	35.0%
Peoples*	30.0%	29.9%	30.4%	33.1%	49.2%	44.8%	46.5%
Peoples-Equitable*	38.0%	29.1%	30.2%	N/A	N/A	N/A	N/A
PGW	35.9%	28.7%	23.8%	8.2%	25.6%	16.4%	20.9%
UGI-Gas**	18.8%	49.0%	61.5%	60.3%	58.0%	65.3%	66.3%
UGI Penn Natural**	24.9%	51.2%	63.7%	N/A	N/A	N/A	N/A
Industry Average	35.7%	38.2%	40.1%	30.7%	40.2%	37.0%	42.1%

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The percentage of residential total dollars in debt on arrangements for the gas industry increased overall by 17.9% from 2004 to 2023 and 10.2% from 2018 to 2023. Columbia showed the largest increase in the percentage of dollars in debt on arrangements from 2004 to 2023 at 30.7%, while PGW showed the largest decrease, at -41.8%. Taking into account the mergers, Peoples increased the percentage of dollars in debt on arrangements 40.5% from 2004 to 2023 and 57.1% from 2018 to 2023. UGI showed an increase of 207.0% from 2004 to 2023, but only an increase of 33.1% from 2018 to 2023.

Table 24 – Percentage of Residential Total Dollars in Debt – On Arrangements – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	60.7%	61.4%	58.6%	70.0%	67.9%	66.9%
PAWC	47.7%	50.4%	45.7%	69.4%	78.7%	73.6%
PWSA*	15.1%	23.5%	17.1%	23.4%	33.0%	46.3%
Other Class A:						
Audubon**	29.6%	28.1%	17.9%	28.1%	26.7%	27.0%
Columbia Water	16.0%	20.8%	8.1%	39.9%	21.4%	12.6%
Community Utilities***	N/A	5.7%	5.8%	10.8%	42.4%	38.7%
Newtown Artesian	0.3%	3.5%	11.2%	5.5%	3.9%	3.9%
Veolia Bethel	3.2%	7.3%	0.8%	1.1%	2.7%	0.2%
Veolia PA	19.1%	11.2%	5.9%	25.0%	27.5%	21.5%
York	29.4%	40.3%	42.5%	71.3%	59.6%	62.6%
Industry Average	40.2%	43.6%	40.9%	57.5%	63.4%	63.3%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The percentage of residential total dollars in debt on arrangements for the water utilities increased overall by 57.5% from 2018 to 2023. Newtown Artesian had the largest increase at 1,200%. Columbia Water and Audubon were the only utilities to show decreases in the percentage of dollars in debt on arrangement of -21.3% and -8.8% respectively. PWSA showed the biggest increase in the percentage of dollars in debt on arrangement of the three large water utilities at 206.6%, while PAWC increased by 54.3%. York had the largest increase in the percentage of dollars in debt of the Other Class A water utilities at 112.9%, and from the first reporting year of 2019 to 2023, Community Utilities increased 578.9%.

Utilities report the residential dollars in debt in active accounts in two separate categories: Dollars in Debt on Arrangements and Dollars in Debt not on Arrangements. The following tables show the *Percentage of Residential Total Dollars in Debt Not on Arrangements* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. This collection variable is calculated by dividing the dollars in debt not on arrangements by the total dollars in debt. Customers participating in CAP are excluded from this metric.

Table 25 – Percentage of Residential Total Dollars in Debt – Not on Arrangements – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	63.7%	44.0%	45.2%	53.6%	44.9%	41.8%	51.4%
Met-Ed	38.4%	52.8%	50.9%	51.9%	36.6%	38.4%	42.5%
PECO*	63.1%	81.2%	79.6%	80.5%	61.2%	70.2%	77.3%
Penelec	36.5%	52.4%	51.3%	50.2%	34.2%	35.2%	40.1%
Penn Power	39.3%	54.7%	51.8%	50.3%	35.4%	34.9%	38.9%
PPL	72.5%	59.8%	58.9%	77.7%	50.5%	52.0%	60.2%
West Penn	63.3%	55.8%	49.8%	49.5%	35.3%	36.1%	40.5%
Industry Average	59.8%	61.2%	59.9%	66.5%	47.9%	51.5%	58.1%

*PECO statistics include electric and gas.

The percentage of residential total dollars in debt not on arrangements for the electric industry decreased overall by -2.8% from 2004 to 2023 and by -5.1% from 2018 to 2023. West Penn showed the largest decrease of -36.0%. Duquesne showed a decrease in the total dollars in debt not on arrangements of -19.3% from 2004 to 2023, but an increase of 16.8% from 2018 to 2023. PECO showed the largest increase in total dollars in debt not on arrangements since 2004 at 22.5% but decreased -4.8% from 2018 to 2023. Penn Power had the largest decrease from 2018 to 2023 at -28.9% but only a decrease of -1.0% from 2004 to 2023. Met-Ed and Penelec showed increases in the percentage of dollars in debt not on arrangements from 2004 to 2023 of 10.7% and 9.9% respectively but decreases from 2018 to 2023 of -19.5% and -23.5% respectively. In 2023, PECO has the highest percentage of dollars in debt not on arrangements of the electric utilities at 77.3%.

Table 26 – Percentage of Residential Total Dollars in Debt – Not on Arrangements – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	42.0%	28.5%	24.6%	22.4%	27.6%	23.3%	24.2%
NFG	63.9%	73.8%	73.7%	89.4%	78.0%	74.5%	65.0%
Peoples*	70.0%	70.1%	69.6%	66.9%	50.8%	55.2%	53.5%
Peoples-Equitable*	62.0%	70.9%	69.8%	N/A	N/A	N/A	N/A
PGW	64.1%	71.3%	76.2%	91.8%	74.4%	83.6%	79.1%
UGI-Gas**	81.2%	51.0%	38.5%	39.7%	42.0%	34.7%	33.7%
UGI Penn Natural**	75.1%	48.9%	36.3%	N/A	N/A	N/A	N/A
Average	64.5%	61.8%	59.9%	69.3%	59.8%	63.0%	57.9%

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The percentage of residential total dollars in debt not on arrangements for the gas industry decreased overall by -10.2% from 2004 to 2023 and by -6.3% from 2018 to 2023. PGW showed the largest increase in the dollars in debt not on arrangements at 23.4% from 2004 to 2023, with a 10.9% increase from 2018 to 2023. Columbia showed the largest decrease in total dollars in debt not on arrangements of -42.4% from 2004 to 2023 and a -15.1% decrease from 2018 to 2023. NFG had an increase of 1.7% from 2004 to 2023, but a decrease of -11.9% from 2018 to 2023. Taking into account the mergers, Peoples showed a decrease of -20.0% from 2004 to 2023 in the percentage of dollars in debt not on arrangement, and a decrease of -24.0% from 2018 to 2023. UGI showed a decrease of -57.0% from 2004 to 2023, but only a decrease of -32.9% from 2018 to 2023. In 2023, PGW has the highest percentage of dollars in debt not on arrangement for the gas utilities at 79.1%.

Table 27 – Percentage of Residential Total Dollars in Debt – Not on Arrangements – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	39.3%	38.6%	41.4%	30.0%	32.2%	33.1%
PAWC	52.4%	49.6%	54.3%	30.6%	21.5%	26.4%
PWSA*	84.9%	76.6%	82.9%	76.6%	67.0%	53.7%
Other Class A:						
Audubon**	70.4%	71.9%	82.1%	71.9%	73.3%	73.0%
Columbia Water	84.0%	79.2%	91.9%	60.1%	78.6%	87.4%
Community Utilities***	N/A	94.3%	94.3%	89.2%	57.6%	61.3%
Newtown Artesian	99.7%	96.5%	88.8%	94.5%	96.1%	96.1%
Veolia Bethel	96.8%	92.7%	99.2%	98.9%	97.4%	99.8%
Veolia PA	80.9%	88.8%	94.1%	75.0%	72.5%	78.5%
York	70.6%	59.7%	57.6%	28.7%	40.4%	37.4%
Average	59.8%	56.4%	59.1%	42.5%	36.6%	36.7%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

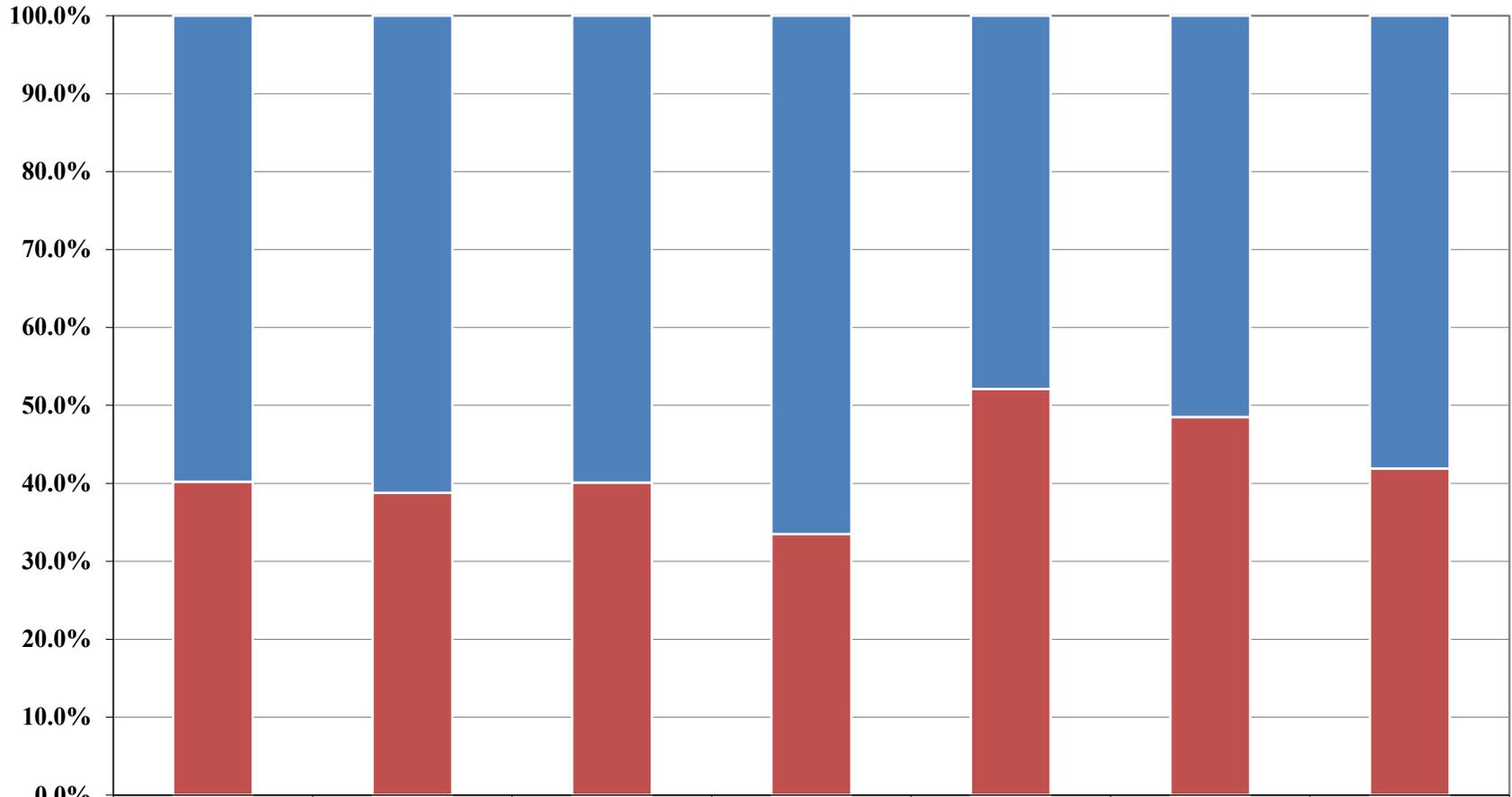
**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The percentage of residential total dollars in debt not on arrangements for the water utilities decreased overall by -38.6% from 2018 to 2023. PAWC and PWSA had the biggest decreases of the three large water utilities at -49.6% and -36.7% respectively. York had the largest decrease of the Other Class A water utilities at -47.0%. Columbia Water, Audubon and Veolia Bethel were the only water utilities to show increases of 4.0%, 3.7% and 3.1% respectively. From the first reporting year of 2019 to 2023, Community Utilities showed a decrease in the percentage of dollars in debt not on arrangement of -35.0%. In 2023, Newtown Artesian and Veolia Bethel had the highest percentages of dollars in debt not on arrangement at 96.1% and 99.8% respectively.

The following graphs show the breakdown of the utilities’ total dollars in debt by comparing the *Percentage of Residential Dollars in Debt on Arrangement vs. Not on Arrangement* for the electric, gas and water industries. The graphs provide a visual perspective to better recognize the industry trends. Again, these collection variables represent accounts where service is still active.

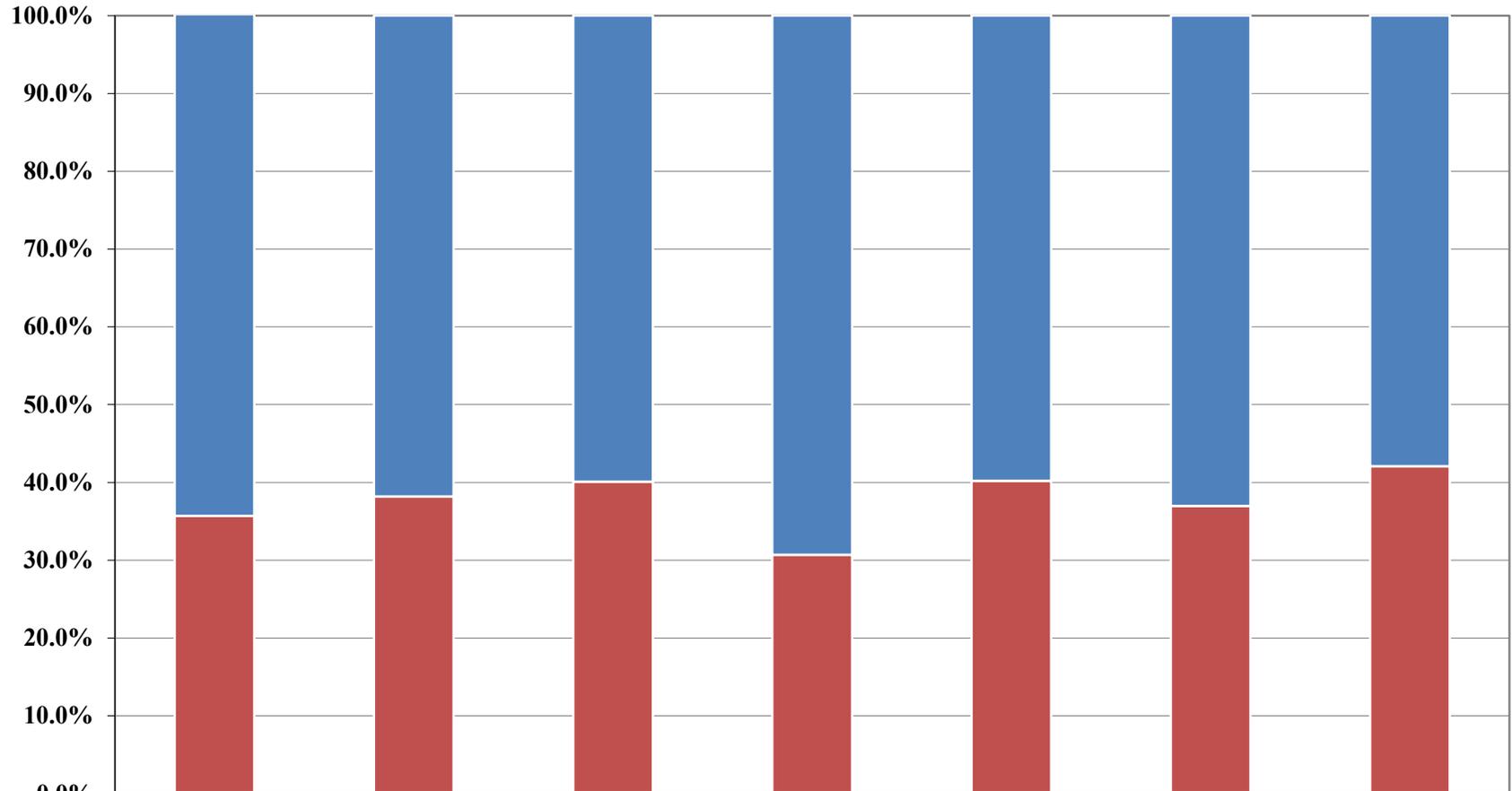
Residential Dollars in Debt - Electric (Percentage on Arrangement vs. Not on Arrangement)



■ Not on Arrangement	59.8%	61.2%	59.9%	66.5%	47.9%	51.5%	58.1%
■ On Arrangement	40.2%	38.8%	40.1%	33.5%	52.1%	48.5%	41.9%

■ On Arrangement ■ Not on Arrangement

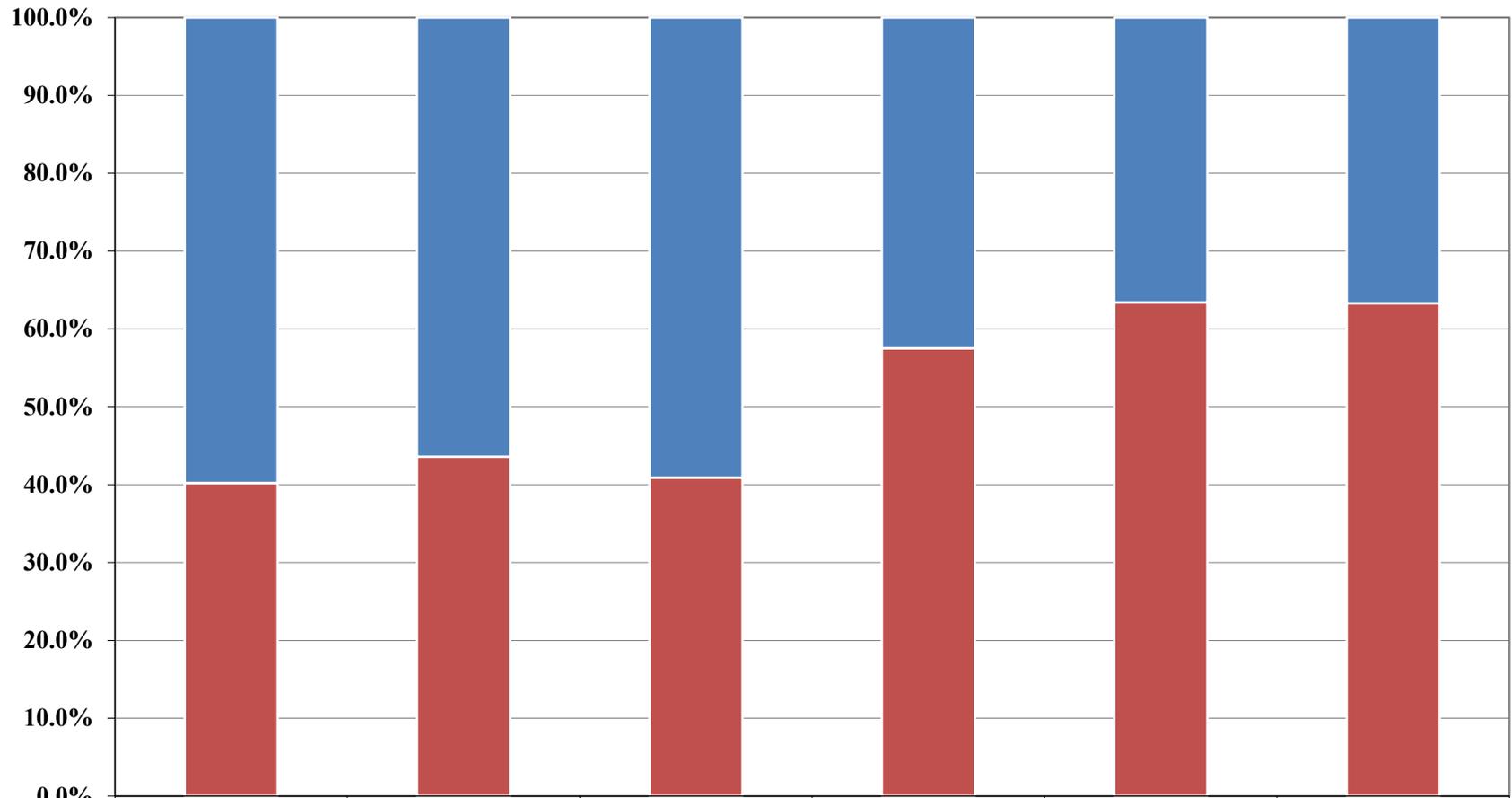
Residential Dollars in Debt - Gas (Percentage on Arrangement vs. Not on Arrangement)



	2004	2018	2019	2020	2021	2022	2023
■ Not on Arrangement	64.5%	61.8%	59.9%	69.3%	59.8%	63.0%	57.9%
■ On Arrangement	35.7%	38.2%	40.1%	30.7%	40.2%	37.0%	42.1%

■ On Arrangement ■ Not on Arrangement

Residential Dollars in Debt - Water (Percentage on Arrangement vs. Not on Arrangement)



■ Not on Arrangement	59.8%	56.4%	59.1%	42.5%	36.6%	36.7%
■ On Arrangement	40.2%	43.6%	40.9%	57.5%	63.4%	63.3%

■ On Arrangement ■ Not on Arrangement

In addition to the number of residential customers in debt, utilities also report the *Total Residential Dollars in Debt in Active Accounts* in two separate categories: Dollars in Debt on Arrangements and Dollars in Debt not on Arrangements. The Total Residential Dollars in Debt is a combination of those two categories. The following tables show the total residential dollars in debt for active accounts for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023.

Table 28 – Total Residential Dollars in Debt – Active Accounts – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$22,386,725	\$26,837,826	\$22,999,342	\$36,336,050	\$29,212,585	\$24,781,702	\$22,912,285
Met-Ed	\$24,996,155	\$32,624,395	\$32,989,591	\$43,708,083	\$47,053,160	\$41,491,791	\$43,055,789
PECO*	\$123,606,844	\$72,069,551	\$76,748,117	\$121,576,338	\$142,814,141	\$127,726,165	\$121,589,885
Penelec	\$24,821,329	\$35,089,887	\$37,159,127	\$47,757,776	\$51,878,433	\$45,180,330	\$45,665,434
Penn Power	\$8,023,260	\$9,120,470	\$9,392,907	\$11,812,854	\$13,559,422	\$12,587,670	\$12,346,908
PPL	\$57,647,458	\$92,353,780	\$84,236,219	\$111,292,762	\$125,991,238	\$115,889,386	\$179,519,888
West Penn	\$15,613,294	\$35,054,793	\$38,746,734	\$50,865,873	\$55,600,401	\$47,327,039	\$46,395,058
Total	\$277,095,065	\$303,150,702	\$302,272,037	\$423,349,736	\$466,109,380	\$414,984,083	\$471,485,247

*PECO statistics include electric and gas.

The total residential dollars in debt for the electric industry active accounts increased overall by 70.2% from 2004 to 2023 and by 55.5% from 2018 to 2023. PPL and West Penn showed the largest increases in residential dollars in debt from 2004 to 2023, with 211.4% and 197.2% respectively. PECO was the only utility to show a decrease in residential dollars in debt from 2004 to 2023, by -1.6%. From 2018 to 2023, Duquesne was the only utility to show a decrease in the residential dollars in debt for active accounts, at -14.6%.

Table 29 – Total Residential Dollars in Debt – Active Accounts – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$15,990,488	\$13,855,849	\$14,939,587	\$17,030,926	\$21,384,528	\$19,116,837	\$19,955,580
NFG	\$8,664,869	\$7,174,512	\$7,695,554	\$10,464,100	\$12,095,599	\$11,153,961	\$10,310,230
Peoples*	\$42,105,099	\$9,366,603	\$9,611,491	\$24,457,811	\$22,965,648	\$29,977,176	\$33,114,728
Peoples-Equitable*	\$26,808,380	\$6,824,107	\$6,947,353	N/A	N/A	N/A	N/A
PGW	\$104,917,102	\$58,057,777	\$51,797,381	\$72,504,867	\$85,966,619	\$92,860,541	\$80,129,499
UGI-Gas**	\$7,927,107	\$17,095,891	\$16,199,774	\$33,498,909	\$33,174,253	\$36,774,726	\$39,779,650
UGI Penn Natural**	\$6,952,897	\$9,907,205	\$9,958,821	N/A	N/A	N/A	N/A
Total	\$213,365,942	\$122,281,944	\$117,149,961	\$157,956,613	\$175,586,647	\$189,883,241	\$183,289,687

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The total residential dollars in debt for the gas industry active accounts decreased overall by -14.1% from 2004 to 2023 but increased by 49.9% from 2018 to 2023. Columbia and NFG both showed increases from 2004 to 2023 of 24.8% and 19.0% respectively. PGW showed a decrease in residential dollars in debt for active accounts from 2004 to 2023 of -23.6% but showed an increase of 38.0% from 2018 to 2023. Taking into account the mergers, Peoples showed a decrease from 2004 to 2023 of -51.9% and UGI showed an increase of 167.3%, noting that the figure includes the former UGI Central Penn residential customer dollars in debt for active accounts.

Table 30 – Total Residential Dollars in Debt – Active Accounts – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$10,044,760	\$10,065,922	\$13,511,840	\$15,932,096	\$15,652,408	\$16,095,090
PAWC	\$17,705,166	\$18,192,361	\$27,474,257	\$34,450,892	\$29,187,665	\$27,155,617
PWSA*	\$12,846,799	\$14,109,551	\$14,464,105	\$17,234,433	\$15,784,863	\$17,933,396
Other Class A:						
Audubon**	\$9,520	\$5,702	\$11,934	\$9,042	\$22,078	\$14,078
Columbia Water	\$27,852	\$27,211	\$66,371	\$52,441	\$20,963	\$15,443
Community Utilities***	N/A	\$50,421	\$118,724	\$224,558	\$216,181	\$188,772
Newtown Artesian	\$33,367	\$28,246	\$48,800	\$73,281	\$53,578	\$57,485
Veolia Bethel	\$10,320	\$10,018	\$10,559	\$9,846	\$11,286	\$11,433
Veolia PA	\$369,368	\$347,342	\$584,337	\$654,746	\$532,663	\$467,095
York	\$653,378	\$461,180	\$611,850	\$946,155	\$868,814	\$1,150,472
Total	\$41,700,530	\$43,297,954	\$56,902,777	\$69,587,490	\$62,350,499	\$63,088,881

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The total residential dollars in debt for active accounts for the water utilities increased by 51.3% from 2018 to 2023. Aqua had the biggest increase of the three large water utilities, at 60.2% from 2018 to 2023. PAWC and PWSA both showed increases in the residential dollars in debt from active accounts of 53.4% and 39.6% respectively. Newtown Artesian and York had the largest increases of the Other Class A water utilities at 72.3% and 76.1% respectively. Columbia Water was the only utility to show a decrease in the residential dollars in debt for active accounts from 2018 to 2023, by -44.6%. From the first reporting year in 2019 to 2023, Community Utilities showed an increase of 274.4% in the residential dollars in debt for active accounts.

Inactive accounts are accounts that have service terminated or discontinued and arrears or balances not yet written-off by the utility. Inactive account balances will either be paid by the customer or written-off as uncollectible by the utility and reported as part of the Gross Write-Offs. Inactive accounts represent the final step in the collections cycle. The following tables show the **Residential Dollars in Debt for Inactive Accounts** for electric, gas and water utilities from 2018-2023. The utilities began reporting select data on inactive accounts in 2012. Customers who defaulted from or voluntarily left the CAP program and had a balance are included in this metric.

Table 31 – Residential Dollars in Debt – Inactive Accounts – Electric

Utility	2018	2019	2020	2021	2022	2023
Duquesne	\$2,987,307	\$2,253,881	\$1,385,564	\$1,983,298	\$2,112,270	\$1,932,359
Met-Ed	\$5,050,028	\$5,043,426	\$4,151,041	\$8,908,222	\$8,625,549	\$8,274,198
PECO*	\$10,469,771	\$9,827,751	\$6,596,961	\$10,666,413	\$13,937,030	\$13,665,360
Penelec	\$5,263,707	\$5,855,329	\$4,273,240	\$9,372,514	\$8,905,917	\$9,228,699
Penn Power	\$1,107,206	\$1,217,868	\$883,395	\$1,833,184	\$2,071,573	\$2,138,411
PPL	\$19,558,691	\$18,700,439	\$9,935,037	\$17,251,801	\$18,938,175	\$27,068,674
West Penn	\$4,298,385	\$4,998,096	\$3,841,466	\$7,994,749	\$8,244,768	\$7,905,823
Total	\$48,735,095	\$47,896,790	\$31,066,704	\$58,010,181	\$62,835,282	\$70,213,524

*PECO statistics include electric and gas.

The residential dollars in debt for inactive accounts for the electric industry increased overall by 44.1% from 2018 to 2023. The FirstEnergy companies all showed increases in the residential dollars in debt for inactive accounts, with Penn Power and West Penn increasing by 93.1% and 83.9% respectively. Met-Ed and Penelec showed increases from 2018 to 2023 of 63.8% and 75.3% respectively. Duquesne was the only utility to show a decrease in residential dollars in debt for inactive accounts from 2018 to 2023 of -35.3%.

Table 32 – Residential Dollars in Debt – Inactive Accounts – Gas

Utility	2018	2019	2020	2021	2022	2023
Columbia Gas	\$762,577	\$796,457	\$374,965	\$984,686	\$1,000,359	\$1,037,410
NFG	\$4,498,510	\$4,267,123	\$2,767,098	\$2,981,273	\$3,442,130	\$4,003,752
Peoples*	\$9,889,700	\$10,409,504	\$10,240,287	\$12,840,414	\$13,383,214	\$15,315,524
Peoples-Equitable*	\$5,585,254	\$6,042,875	N/A	N/A	N/A	N/A
PGW	\$14,157,264	\$15,538,617	\$8,753,444	\$12,480,378	\$17,819,804	\$19,380,099
UGI-Gas**	\$2,831,512	\$3,508,688	\$2,793,447	\$6,031,926	\$7,780,343	\$9,805,719
UGI Penn Natural**	\$1,466,018	\$2,049,185	N/A	N/A	N/A	N/A
Total	\$39,190,835	\$42,612,449	\$24,929,241	\$35,318,677	\$43,425,850	\$49,542,504

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The residential dollars in debt for inactive accounts for the gas industry increased overall by 26.4% from 2018 to 2023. Columbia and PGW showed the largest increases in the residential dollars in debt for inactive accounts by 36.0% and 36.9% respectively. Taking into account the mergers, UGI had the largest increase from 2018 to 2023 of 128.2%, but this figure includes the former UGI Central Penn residential dollars in debt for inactive accounts. Peoples showed a decrease of -1.0% from 2018 to 2023. NFG showed the largest decrease in residential dollars in debt for inactive accounts with -11.0%.

Table 33 – Residential Dollars in Debt – Inactive Accounts – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$717,557	\$785,628	\$630,438	\$1,046,295	\$1,668,900	\$1,698,804
PAWC	\$2,806,263	\$2,843,141	\$1,641,722	\$3,151,621	\$3,166,524	\$3,367,703
PWSA*	\$8,843,878	\$8,985,206	\$8,767,363	\$8,223,347	\$7,768,998	\$6,942,288
Other Class A:						
Audubon	\$905	\$1,652	\$1,214	\$2,410	\$3,291	\$5,469
Columbia Water	\$8,279	\$10,271	\$10,011	\$10,051	\$7,932	\$8,093
Community Utilities**	N/A	\$2,722	\$364	\$296	\$2,173	\$602
Newtown Artesian	\$379	\$103	\$157	\$0	\$835	\$1,156
Veolia Bethel	\$697	\$335	\$747	\$427	\$555	\$331
Veolia PA	\$55,911	\$66,172	\$48,672	\$80,397	\$52,908	\$55,096
York	\$46,864	\$42,681	\$36,688	\$55,944	\$64,635	\$82,101
Total	\$12,480,733	\$12,737,911	\$11,137,376	\$12,570,788	\$12,736,751	\$12,161,643

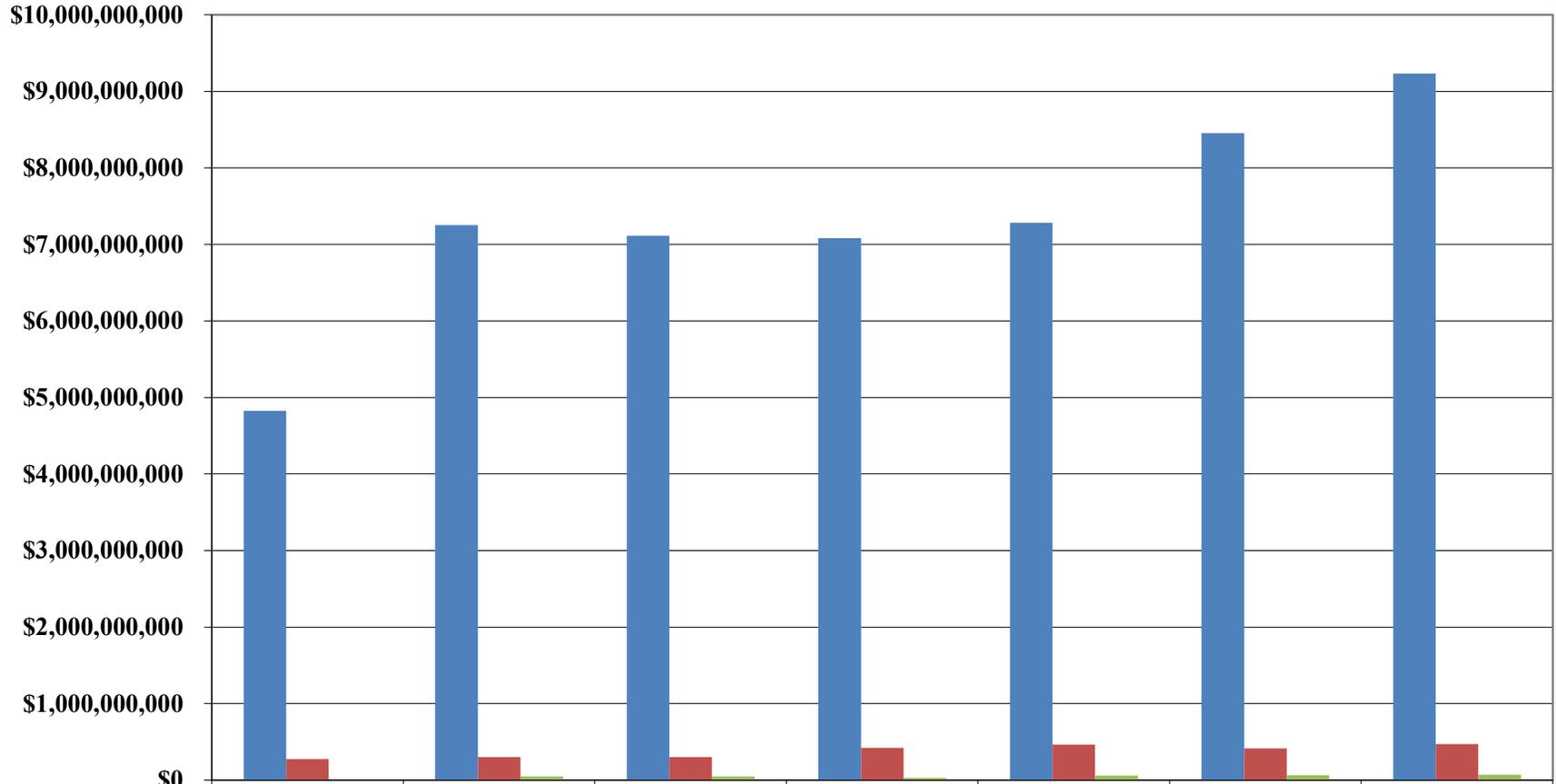
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential dollars in debt for inactive accounts for the water utilities decreased by -2.6% from 2018 to 2023. For the three large water companies, Aqua showed an increase of 136.7% in the residential dollars in debt inactive accounts, while PWSA showed a decrease of -21.5%. For the Other Class A water utilities, Audubon and Newtown Artesian showed the largest increases from 2018 to 2023 of 504.3% and 205.0% respectively. Community Utilities and Veolia Bethel had the largest decreases of -77.9% and -52.5%. The dollar amounts were so small compared to the three larger companies, that the effect on the overall industry average was minimal.

The following graphs show the ***Total Residential Dollars in Debt compared to Annual Residential Billings*** for active and inactive accounts for the electric, gas and water. The total active residential dollars in debt is a combination of the two categories dollars in debt on arrangements and dollars in debt not on arrangements. The graphs provide a visual perspective to better recognize the industry trends.

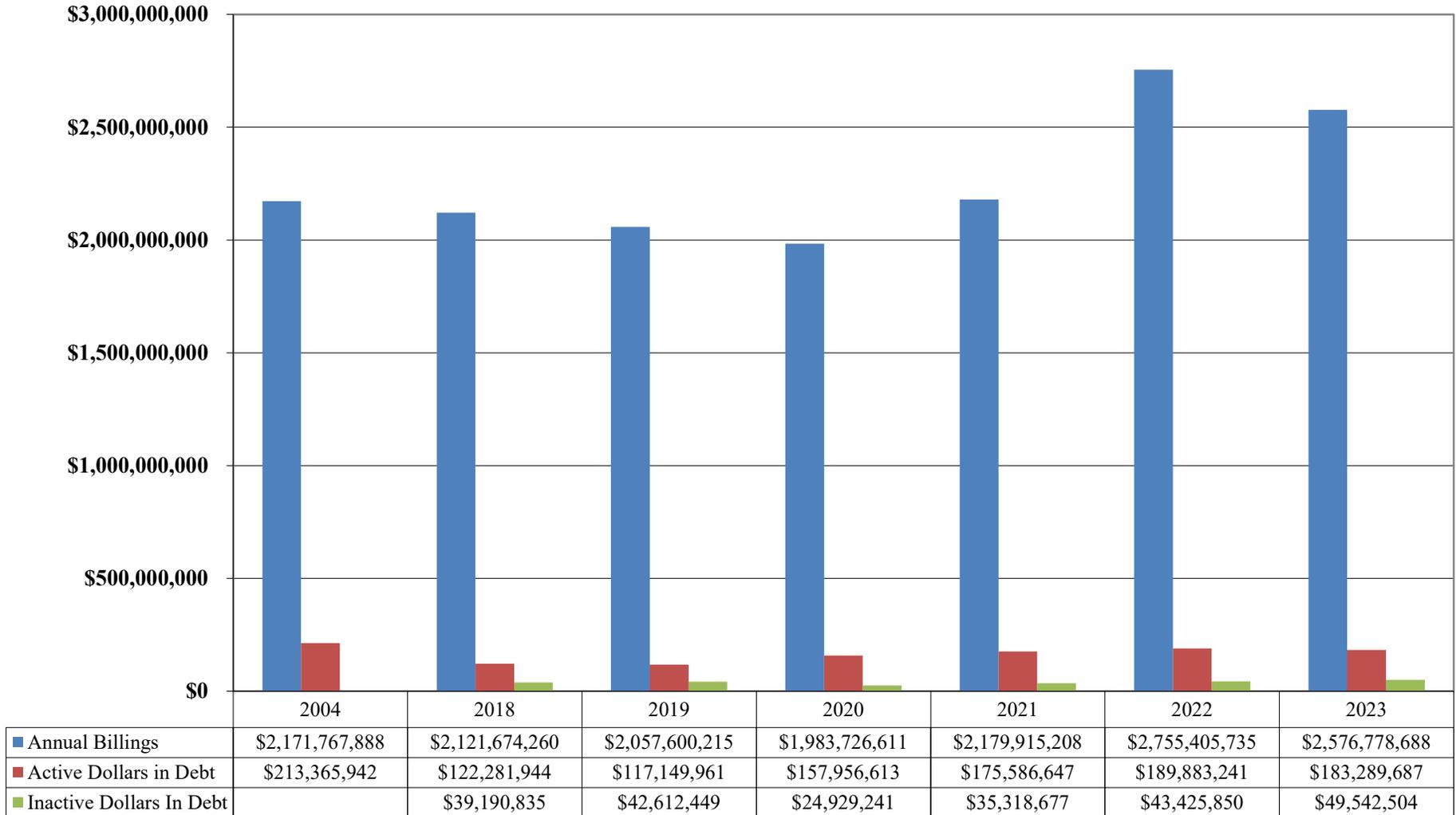
Annual Residential Billings vs. Dollars in Debt - Electric (Active and Inactive Dollars)



	2004	2018	2019	2020	2021	2022	2023
Annual Billings	\$4,826,284,234	\$7,252,995,804	\$7,112,800,283	\$7,080,805,834	\$7,282,221,395	\$8,455,713,179	\$9,234,269,819
Active Dollars in Debt	\$277,095,065	\$303,153,202	\$302,272,037	\$423,349,736	\$466,109,380	\$414,984,083	\$471,485,247
Inactive Dollars In Debt		\$48,735,095	\$47,896,790	\$31,066,704	\$58,010,181	\$62,835,282	\$70,213,524

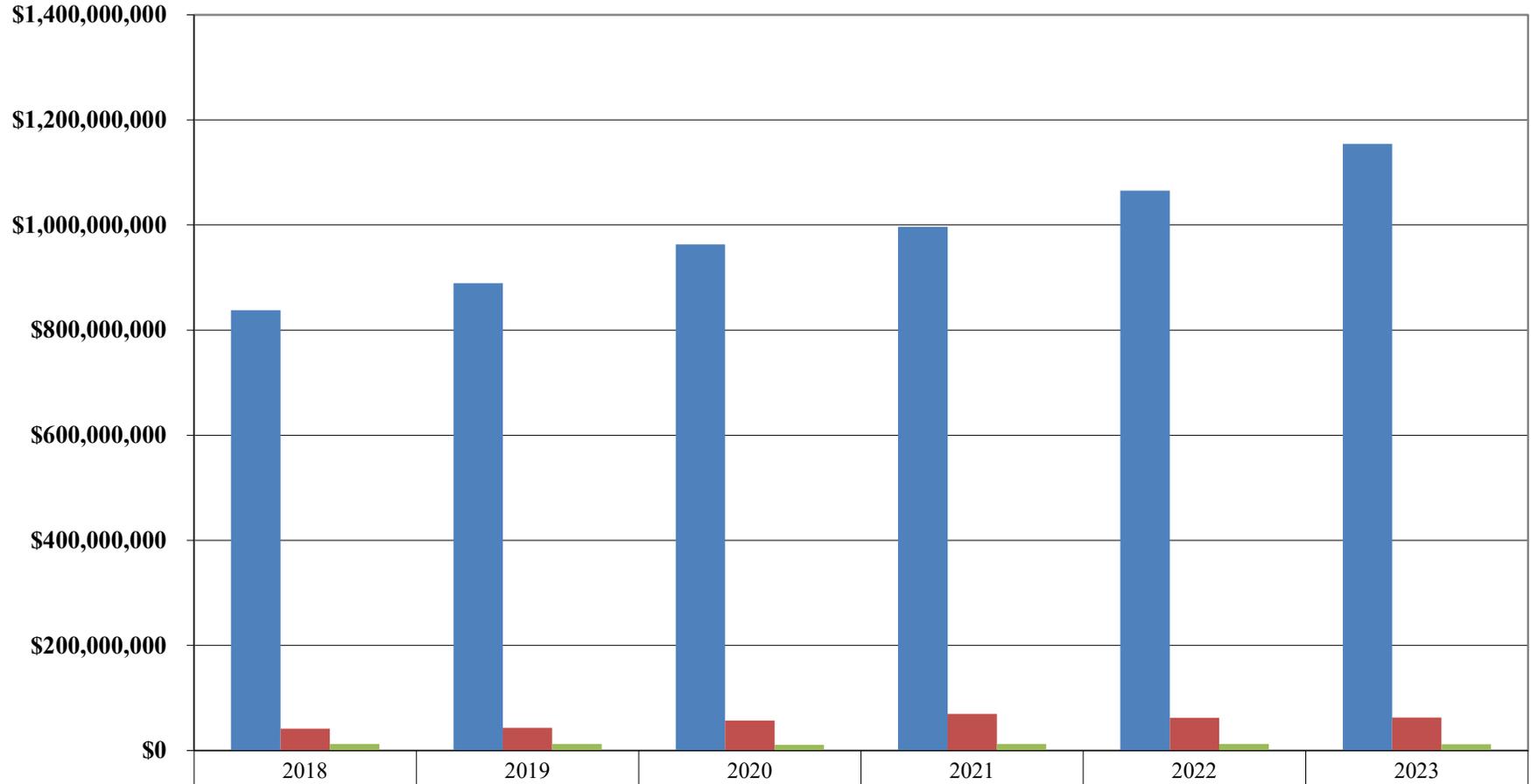
■ Annual Billings
 ■ Active Dollars in Debt
 ■ Inactive Dollars In Debt

Annual Residential Billings vs. Dollars in Debt - Gas (Active and Inactive Dollars)



■ Annual Billings
 ■ Active Dollars in Debt
 ■ Inactive Dollars In Debt

Annual Residential Billings vs. Dollars in Debt - Water (Active and Inactive Dollars)



	2018	2019	2020	2021	2022	2023
■ Annual Billings	\$838,068,340	\$889,561,145	\$962,962,454	\$996,747,047	\$1,065,256,987	\$1,154,379,044
■ Active Dollars in Debt	\$41,702,072	\$43,299,091	\$56,902,777	\$69,589,287	\$62,352,194	\$63,090,059
■ Inactive Dollars In Debt	\$12,480,733	\$12,737,911	\$11,137,376	\$12,570,788	\$12,736,751	\$12,161,643

■ Annual Billings
 ■ Active Dollars in Debt
 ■ Inactive Dollars In Debt

The following tables show the *Residential Average Arrearage for Accounts on Arrangement* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The average arrearage is calculated by dividing the total dollars in debt on arrangement by the total number of customers in debt on arrangement. Similar to the other collections metrics, the average arrearage data is presented by the categories of on arrangement and not on arrangement to more clearly distinguish the amounts of arrearages.

Table 34 – Residential Average Arrearage – On Arrangement – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$554.26	\$ 1,043.53	\$977.71	\$1,269.21	\$1,293.43	\$1,111.45	\$910.75
Met-Ed	\$639.71	\$ 612.85	\$633.45	\$972.31	\$1,481.83	\$1,169.66	\$1,054.11
PECO*	\$1,372.30	\$ 590.60	\$657.07	\$907.81	\$1,017.05	\$798.61	\$790.04
Penelec	\$549.80	\$ 632.41	\$666.97	\$1,058.18	\$1,608.46	\$1,332.90	\$1,179.83
Penn Power	\$666.26	\$ 659.06	\$705.94	\$1,106.16	\$1,683.21	\$1,479.40	\$1,322.45
PPL	\$495.49	\$ 500.14	\$500.58	\$528.05	\$949.17	\$749.23	\$920.06
West Penn	\$730.22	\$ 642.11	\$732.98	\$1,128.23	\$1,685.87	\$1,360.82	\$1,151.30
Industry Average	\$753.56	\$ 606.81	\$632.50	\$893.96	\$1,209.44	\$975.42	\$981.49

*PECO statistics include electric and gas.

The residential average arrearage for accounts on arrangement for the electric industry increased overall by 30.2% from 2004 to 2023 and by 61.7% from 2018 to 2023. Penelec and Penn Power showed the largest increases in residential average arrears on arrangement from 2004 to 2023, with 114.6% and 98.5%, respectively. PECO was the only electric utility to show a decrease in the average arrearage on arrangement from 2004 to 2023 of -42.4%.

Penelec and Penn Power also showed the largest increases from 2018 to 2023 of 86.6% and 100.7%, respectively. Duquesne was the only utility to show a decrease in the average arrearage on arrangement from 2018 to 2023 of -12.7%. In 2023, Penn Power had the largest average arrearage on arrangement at \$1,322.45, compared to PECO, who has the smallest amount with \$790.04.

Table 35 – Residential Average Arrearage – On Arrangement – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$660.43	\$ 609.20	\$667.58	\$868.67	\$1,059.88	\$983.65	\$967.33
NFG	\$402.81	\$ 412.74	\$470.89	\$486.33	\$753.09	\$656.18	\$630.09
Peoples*	\$887.28	\$ 271.04	\$291.37	\$504.04	\$953.02	\$1,027.73	\$1,098.02
Peoples-Equitable*	\$966.89	\$ 263.85	\$281.80	N/A	N/A	N/A	N/A
PGW	\$918.72	\$ 664.99	\$641.79	\$620.80	\$1,315.80	\$1,262.75	\$927.57
UGI-Gas**	\$342.90	\$ 704.54	\$767.25	\$1,001.87	\$1,201.20	\$1,128.43	\$1,081.18
UGI Penn Natural**	\$555.45	\$ 773.08	\$866.56	N/A	N/A	N/A	N/A
Industry Average	\$800.72	\$ 567.99	\$600.66	\$767.19	\$1,126.72	\$1,069.04	\$992.51

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The residential average arrearage for accounts on arrangement for the gas industry increased overall by 24.0% from 2004 to 2023 and by 74.7% from 2018 to 2023. NFG showed the largest increases from 2004 to 2023 of 56.4%, while Columbia had the largest increase of 58.8% from 2018 to 2023. Taking into account the mergers, UGI showed an increase in the average arrearage on arrangement of 150.5% from 2004 to 2023. Peoples showed an increase of 309.7% from 2018 to 2023. In 2023, Peoples had the largest average arrearage on arrangement of \$1,098.02, while NFG had the smallest arrearage at \$630.09.

Table 36 – Residential Average Arrearage – On Arrangement – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$ 502.25	\$519.78	\$695.24	\$915.28	\$807.67	\$746.65
PAWC	\$ 610.55	\$687.59	\$1,044.99	\$1,203.27	\$994.63	\$876.62
PWSA*	\$ 969.68	\$1,000.58	\$1,014.37	\$1,486.14	\$1,582.30	\$1,794.21
Other Class A:						
Audubon	\$ 313.11	\$200.50	\$305.14	\$508.20	\$736.88	\$543.57
Columbia Water	\$ 81.00	\$94.40	\$158.88	\$240.72	\$149.47	\$84.52
Community Utilities**	N/A	\$408.86	\$758.67	\$525.33	\$727.96	\$575.13
Newtown Artesian	\$103.00	\$498.50	\$420.08	\$267.40	\$148.86	\$150.80
Veolia Bethel	\$ 332.00	\$728.00	\$83.00	\$112.00	\$298.75	\$22.75
Veolia PA	\$ 698.15	\$248.31	\$270.84	\$315.61	\$249.36	\$264.61
York	\$ 294.30	\$361.20	\$542.20	\$612.46	\$577.77	\$685.67
Average	\$ 581.82	\$645.24	\$863.33	\$1,094.20	\$960.44	\$919.73

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential average arrearage for accounts on arrangement for the water utilities increased overall by 58.1% from 2018 to 2023. PWSA had the biggest increase for the three large water utilities at 85.0%. York had the largest increase of the Other Class A water utilities at 133.0% from 2018 to 2023. Veolia PA was the only water utility to show a decrease from 2018 to 2023 of -20.3%. From the first year of reporting in 2019 to 2023, Community Utilities showed an increase of 40.7%. In 2023, PWSA had the highest average arrearage for accounts on arrangement of \$1,794.21 compared to Columbia Water who had the smallest at \$84.52.

The following tables show the *Residential Average Arrearage for Accounts Not on Arrangement* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The average arrearage is calculated by dividing the total dollars in debt not on arrangement by the total number of customers in debt not on arrangement.

Table 37 – Residential Average Arrearage – Not on Arrangement – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$301.50	\$ 183.44	\$164.84	\$281.44	\$241.15	\$186.51	\$204.56
Met-Ed	\$154.15	\$ 224.31	\$217.88	\$326.40	\$316.57	\$298.33	\$331.72
PECO*	\$321.56	\$ 224.87	\$241.03	\$373.57	\$394.49	\$374.04	\$387.96
Penelec	\$126.48	\$ 237.01	\$242.70	\$344.56	\$327.65	\$298.58	\$333.91
Penn Power	\$164.69	\$ 252.24	\$258.62	\$347.47	\$347.88	\$321.29	\$345.32
PPL	\$272.45	\$ 416.43	\$390.85	\$628.23	\$551.26	\$506.12	\$733.88
West Penn	\$101.34	\$ 214.91	\$223.28	\$321.87	\$319.04	\$286.82	\$310.00
Industry Average	\$238.90	\$ 257.07	\$257.14	\$400.44	\$388.50	\$359.47	\$433.87

*PECO statistics include electric and gas.

The residential average arrearage for accounts not on arrangement for the electric industry increased overall by 81.6% from 2004 to 2023 and by 68.8% from 2018 to 2023. PPL and West Penn showed the largest increases in residential average arrears not on arrangement from 2004 to 2023 with 169.4% and 205.9%, respectively. Duquesne is the only electric utility to show a decrease in the average arrearage not on arrangement from 2004 to 2023 with -32.2%. PECO and PPL showed the largest increases from 2018 to 2023 with 72.5% and 76.2% respectively. In 2023, PPL had the largest average arrearage for accounts not on arrangement with \$733.88, while Duquesne had the smallest average arrearage at \$204.56.

Table 38 – Residential Average Arrearage – Not on Arrangement – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$184.18	\$ 145.38	\$140.43	\$245.41	\$238.84	\$182.50	\$200.23
NFG	\$226.02	\$ 195.97	\$196.82	\$286.37	\$346.08	\$299.82	\$266.41
Peoples*	\$668.69	\$ 179.06	\$183.14	\$266.11	\$211.49	\$211.04	\$246.56
Peoples-Equitable*	\$310.04	\$ 161.86	\$165.29	N/A	N/A	N/A	N/A
PGW	\$480.77	\$ 397.56	\$401.80	\$575.15	\$567.15	\$630.60	\$641.64
UGI-Gas**	\$174.91	\$ 162.88	\$143.45	\$207.35	\$210.75	\$199.96	\$214.65
UGI Penn Natural**	\$243.98	\$ 212.71	\$197.60	N/A	N/A	N/A	N/A
Average	\$384.81	\$ 251.08	\$249.96	\$377.74	\$366.73	\$377.07	\$375.46

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The residential average arrearage for accounts not on arrangement for the gas industry decreased overall by -2.4% from 2004 to 2023 but increased 49.5% from 2018 to 2023. PGW showed the largest increases in average arrearages not on arrangement of 33.5% from 2004 to 2023 and of 61.4% from 2018 to 2023. Taking into account the mergers, Peoples showed a decrease of -47.8% from 2004 to 2023, but an increase of 43.9% from 2018 to 2023. UGI showed increases of 7.2% from 2004 to 2023 and 20.8% from 2018 to 2023. In 2023, PGW had the largest average arrearage for accounts not on arrangement at \$641.64, while Columbia had the smallest at \$200.23.

Table 39 – Residential Average Arrearage – Not on Arrangement – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$ 87.80	\$88.24	\$124.87	\$116.43	\$115.37	\$123.44
PAWC	\$ 95.85	\$99.09	\$144.35	\$122.59	\$70.41	\$83.54
PWSA*	\$ 445.86	\$465.58	\$463.61	\$510.60	\$586.11	\$892.97
Other Class A:						
Audubon**	\$82.74	\$57.72	\$97.01	\$101.58	\$161.83	\$140.73
Columbia Water	\$57.21	\$55.25	\$126.23	\$101.28	\$50.24	\$45.91
Community Utilities***	N/A	\$112.97	\$227.89	\$371.79	\$255.04	\$257.18
Newtown Artesian	\$59.19	\$85.42	\$128.22	\$225.64	\$152.80	\$172.03
Veolia Bethel	\$47.11	\$45.99	\$61.99	\$62.00	\$65.01	\$67.92
Veolia PA	\$62.56	\$66.13	\$106.34	\$115.10	\$88.82	\$82.13
York	\$62.57	\$40.26	\$41.45	\$38.57	\$47.86	\$53.88
Average	\$139.02	\$142.56	\$132.51	\$178.77	\$139.62	\$150.63

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential average arrearage for accounts not on arrangement for the water utilities increased overall by 8.4% from 2018 to 2023. PWSA had the biggest increase for the three large water utilities at 100.3%. Newtown Artesian had the largest increase of the Other Class A water utilities at 190.6%. PAWC was the only large water utility to show a decrease in the average arrearage not on arrangement from 2018 to 2023 with -12.8%. Columbia Water and York showed the only decreases for the Other Class A Water utilities from 2018 to 2023 of -19.8% and -13.9%, respectively. From the first year of reporting in 2019 to 2023, Community Utilities showed an increase of 127.7%. In 2023, PWSA had the highest average arrearage for accounts not on arrangement of \$892.97, while Columbia had the smallest at \$45.91.

The following tables show the total *Residential Average Arrearage for Active Accounts* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The total average arrearage is calculated by dividing the total dollars in debt on and not on arrangement by the total number of customers in debt on and not on arrangement. Active accounts are those accounts where the customer still has service.

Table 40 – Residential Average Arrearage – Active Accounts – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$361.31	\$340.91	\$302.94	\$440.50	\$437.10	\$361.77	\$328.44
Met-Ed	\$289.65	\$320.01	\$321.32	\$479.74	\$631.57	\$551.20	\$547.46
PECO*	\$448.45	\$254.58	\$276.80	\$421.93	\$517.26	\$444.55	\$438.57
Penelec	\$247.67	\$337.32	\$351.62	\$518.74	\$688.15	\$600.91	\$585.30
Penn Power	\$303.43	\$350.11	\$372.41	\$526.94	\$713.58	\$654.93	\$629.11
PPL	\$310.98	\$446.52	\$429.59	\$602.74	\$696.17	\$599.47	\$798.17
West Penn	\$148.23	\$304.54	\$342.90	\$503.93	\$670.99	\$579.05	\$548.36
Industry Average	\$329.38	\$331.03	\$337.42	\$491.24	\$600.92	\$518.37	\$566.13

*PECO statistics include electric and gas.

The residential average arrearage for active accounts for the electric industry increased overall by 71.9% during the period from 2004 to 2023 and by 71.0% from 2018 to 2023. West Penn showed the largest increase in residential average arrears since 2004, with 269.9%. PPL and Penelec both had increases of over one hundred percent, at 156.7% and 136.3% respectively. Penn Power and Met-Ed also showed increases in the residential average arrearage of active accounts of 107.3% and 89.0% respectively. Duquesne and PECO were the only electric utilities to show decreases in residential average arrears with -9.1% and -2.2% respectively. PPL had the largest average arrearage for active accounts in 2023 with \$798.17, nearly \$170 more than the other electric utilities.

Table 41 – Residential Average Arrearage – Active Accounts – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$316.74	\$319.24	\$347.11	\$553.37	\$543.60	\$485.86	\$501.65
NFG	\$268.54	\$227.29	\$232.34	\$299.37	\$392.71	\$348.05	\$333.83
Peoples*	\$721.98	\$199.29	\$206.42	\$315.45	\$342.58	\$327.74	\$385.42
Peoples-Equitable*	\$417.89	\$182.36	\$188.88	N/A	N/A	N/A	N/A
PGW	\$579.95	\$449.36	\$441.06	\$578.65	\$663.77	\$687.06	\$685.83
UGI-Gas**	\$192.68	\$261.26	\$286.79	\$397.19	\$403.92	\$432.35	\$457.96
UGI Penn Natural**	\$283.51	\$338.05	\$388.85	N/A	N/A	N/A	N/A
Average	\$472.26	\$318.99	\$326.28	\$447.59	\$503.37	\$495.68	\$508.74

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The residential average arrearage for active accounts for the gas industry increased overall by 7.7% from 2004-2023 and increased 59.5% from 2018 to 2023. Columbia and NFG showed the largest increases from 2004 to 2023 with 58.4% and 24.3% respectively. PGW showed an increase of 18.3% from 2004 to 2023 and an increase of 52.6% from 2018 to 2023. Taking into account the mergers, Peoples showed a decrease of -31.5% from 2004 to 2023, but an increase of 101% from 2018 to 2023. UGI showed an increase of 102.1% from 2004 to 2023 but only an increase of 60.7% from 2018 to 2023. In 2023, PGW had the highest average arrearage for active accounts at \$685.83, over \$180 higher than the other gas utilities.

Table 42 – Residential Average Arrearage – Active Accounts – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$176.00	\$180.12	\$240.64	\$299.40	\$275.75	\$279.52
PAWC	\$160.21	\$174.23	\$238.02	\$325.38	\$261.55	\$249.99
PWSA*	\$485.43	\$532.34	\$511.12	\$603.32	\$739.75	\$1,163.90
Other Class A:						
Audubon**	\$105.78	\$72.18	\$110.50	\$131.04	\$204.43	\$175.98
Columbia Water	\$60.03	\$60.47	\$128.38	\$131.76	\$58.56	\$48.72
Community Utilities***	N/A	\$117.81	\$237.45	\$383.86	\$352.09	\$327.16
Newtown Artesian	\$59.37	\$87.99	\$139.03	\$227.58	\$152.64	\$171.09
Veolia Bethel	\$48.45	\$49.35	\$62.11	\$62.32	\$66.78	\$68.05
Veolia PA	\$75.72	\$72.06	\$110.31	\$136.80	\$107.91	\$96.45
York	\$81.39	\$62.75	\$68.17	\$116.11	\$105.54	\$127.43
Average	\$200.21	\$216.00	\$263.69	\$344.28	\$304.94	\$320.30

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Audubon's 2020 Not on Arrangement Overdue Customers and Not on Arrangement Dollars Overdue include commercial accounts.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential average arrearage for active accounts for the water utilities increased overall by 60.0% from 2018 to 2023. PWSA had the biggest increase for the three large water utilities at 139.8%. Newtown Artesian had the largest increase of the Other Class A water utilities at 188.2%. Columbia Water showed the only decrease from 2018 to 2023 of -18.8%. From the first year of reporting in 2019 to 2023, Community Utilities showed an increase of 177.7%. In 2023, PWSA had the highest average arrearage for active accounts of \$1,163.90, over \$800 dollars more than all of the other water utilities.

The following tables show the *Residential Average Arrearage for Inactive Accounts* for electric, gas and water utilities from 2018-2023. Average arrearage is calculated by dividing the total inactive dollars in debt by the total number of inactive customers in debt. The utilities did not begin to report Inactive Arrears until 2012. Inactive accounts are accounts that have service terminated or discontinued and arrears or balances not yet written-off by the utility. Inactive account balances will either be paid by the customer or written-off as uncollectible by the utility and reported as part of the Gross Write-Offs. Inactive accounts represent the final step in the collections cycle, generally following debt not on arrangements. Customers who defaulted or left the CAP program and had a balance are included in this metric.

Table 43 – Residential Average Arrearage – Inactive Accounts – Electric

Utility	2018	2019	2020	2021	2022	2023
Duquesne	\$518.09	\$418.55	\$346.74	\$440.54	\$457.40	\$445.65
Met-Ed	\$448.29	\$475.26	\$507.21	\$885.25	\$876.94	\$851.96
PECO*	\$678.75	\$623.03	\$362.59	\$610.00	\$667.67	\$652.72
Penelec	\$455.77	\$514.75	\$505.59	\$904.33	\$907.01	\$923.05
Penn Power	\$436.42	\$504.92	\$480.37	\$873.36	\$943.77	\$956.78
PPL	\$865.97	\$822.58	\$574.48	\$925.33	\$885.62	\$1,069.99
West Penn	\$382.49	\$447.90	\$469.79	\$838.99	\$876.36	\$838.90
Industry Average	\$606.41	\$602.85	\$469.74	\$798.08	\$804.20	\$856.90

*PECO statistics include electric and gas.

The residential average arrearage for inactive accounts for the electric industry increased overall by 41.3% from 2018 to 2023. Penn Power and West Penn showed the largest increases since 2018 with 119.2% and 119.3% respectively. Met-Ed and Penelec also showed increases of 90.0% and 102.5% respectively. Duquesne showed the largest decrease in the average arrearage for inactive accounts from 2018 to 2023 of -14.0%. In 2023, PPL had the largest average arrearage for inactive accounts of \$1,069.99, over \$100 more than the other electric utilities.

Table 44 – Residential Average Arrearage – Inactive Accounts – Gas

Utility	2018	2019	2020	2021	2022	2023
Columbia Gas	\$507.03	\$531.33	\$339.64	\$698.36	\$713.01	\$729.03
NFG	\$424.99	\$490.59	\$437.35	\$500.05	\$553.22	\$590.87
Peoples*	\$718.10	\$725.86	\$518.34	\$636.74	\$615.32	\$676.42
Peoples-Equitable*	\$538.75	\$547.06	N/A	N/A	N/A	N/A
PGW	\$1,028.72	\$949.16	\$583.80	\$734.36	\$917.51	\$1,003.99
UGI-Gas**	\$493.38	\$580.04	\$422.61	\$727.18	\$781.87	\$889.49
UGI Penn Natural**	\$583.84	\$711.77	N/A	N/A	N/A	N/A
Industry Average	\$672.92	\$699.91	\$510.94	\$668.56	\$739.19	\$809.94

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The residential average arrearage for inactive accounts for the gas industry increased overall by 20.4% from 2018 to 2023. Columbia and NFG had the largest increases from 2018 to 2023 of 43.8% and 39.0% respectively. PGW was the only gas utility to show a decrease at -2.4%. Taking into account the mergers, Peoples showed an increase in the average arrearage for inactive accounts of 5.5%, while UGI showed an increase of 70.8% from 2018 to 2023. PGW had the highest average arrearage for inactive accounts in 2023 at \$1,003.99, over \$110 more than the other gas utilities.

Table 45 – Residential Average Arrearage – Inactive Accounts – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$248.55	\$257.84	\$230.85	\$325.44	\$434.04	\$449.42
PAWC	\$281.70	\$305.45	\$253.12	\$453.01	\$403.38	\$381.74
PWSA*	\$1,906.83	\$1,959.27	\$1,943.12	\$1,951.90	\$1,490.03	\$733.93
Other Class A:						
Audubon	\$181.00	\$206.50	\$134.89	\$185.38	\$253.15	\$497.18
Columbia Water	\$58.72	\$81.52	\$96.26	\$116.87	\$95.57	\$99.91
Community Utilities**	N/A	\$151.22	\$182.00	\$98.67	\$362.17	\$150.50
Newtown Artesian	\$94.75	\$103.00	\$78.50	\$0.00	\$0.00	\$33.03
Veolia Bethel	\$53.62	\$37.22	\$93.38	\$53.38	\$79.29	\$82.75
Veolia PA	\$98.43	\$109.38	\$107.44	\$169.26	\$121.35	\$123.53
York	\$93.73	\$98.57	\$96.55	\$133.20	\$142.68	\$199.27
Industry Average	\$666.78	\$702.16	\$758.32	\$816.82	\$710.44	\$527.53

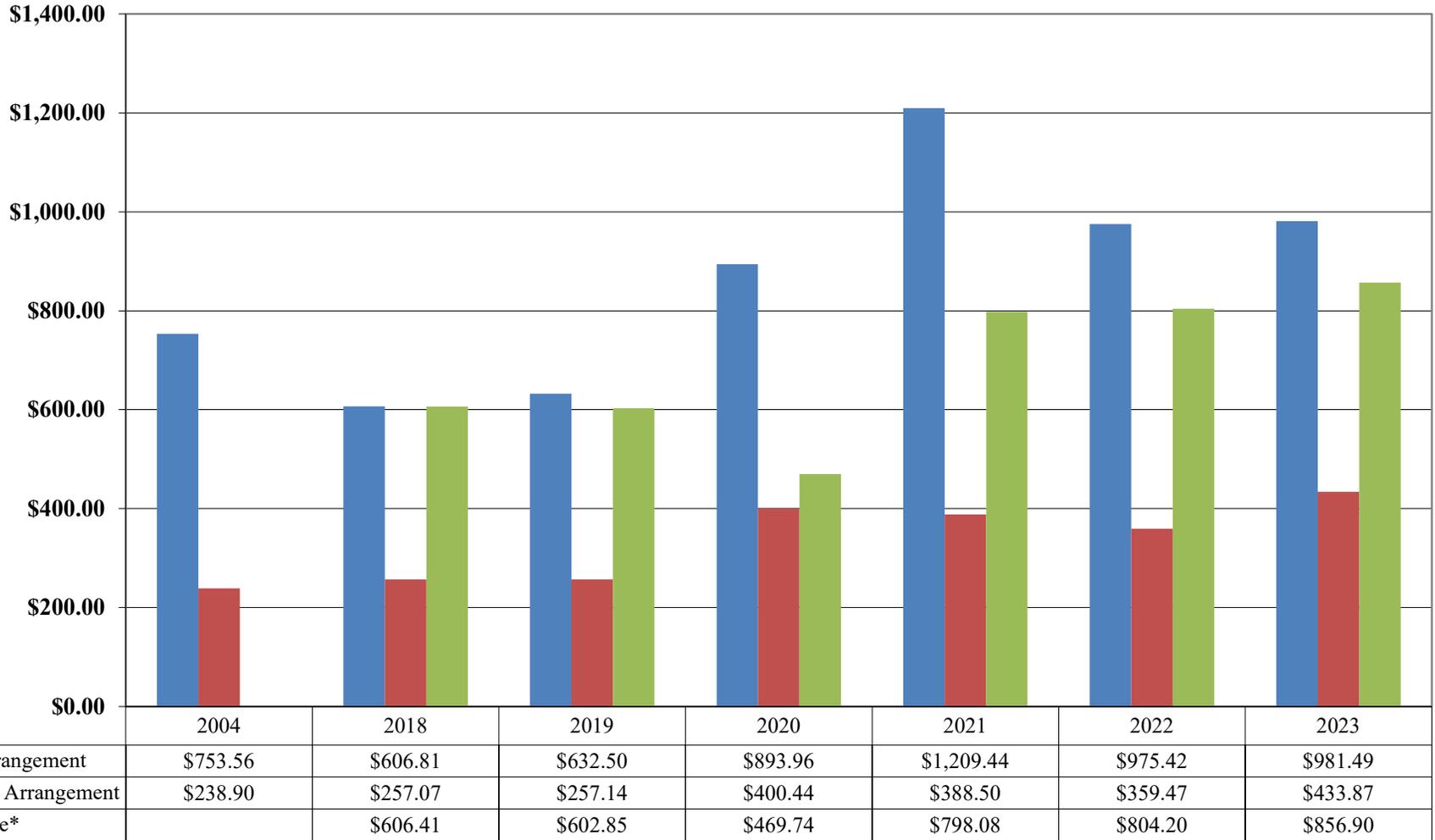
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential average arrearage for inactive accounts for the water utilities decreased overall by -20.9% from 2018 to 2023. Aqua showed the biggest increase of the three large water utilities at 80.8%. Audubon and York had the largest increases of the Other Class A water utilities at 174.7% and 112.6% respectively. PWSA was the only large water utility to show a decrease in average arrearage for inactive accounts from 2018 to 2023 at -61.5%, while Newtown Artesian showed the only decrease of the Other Class A water utilities at -65.1%. While PWSA’s average arrearage has decreased since 2021, it still has the highest average arrearage at \$733.93 in 2023.

The following graphs show the *Residential Average Arrearages* for active accounts on arrangement, not on arrangement, and inactive accounts for the electric, gas and water. The graphs provide a visual perspective to better recognize the industry trends. Inactive accounts are accounts that have service terminated or discontinued and arrears or balances not yet written-off by the utility. Inactive account balances will either be paid by the customer or written-off as uncollectible by the utility and reported as part of Gross Write-Offs.

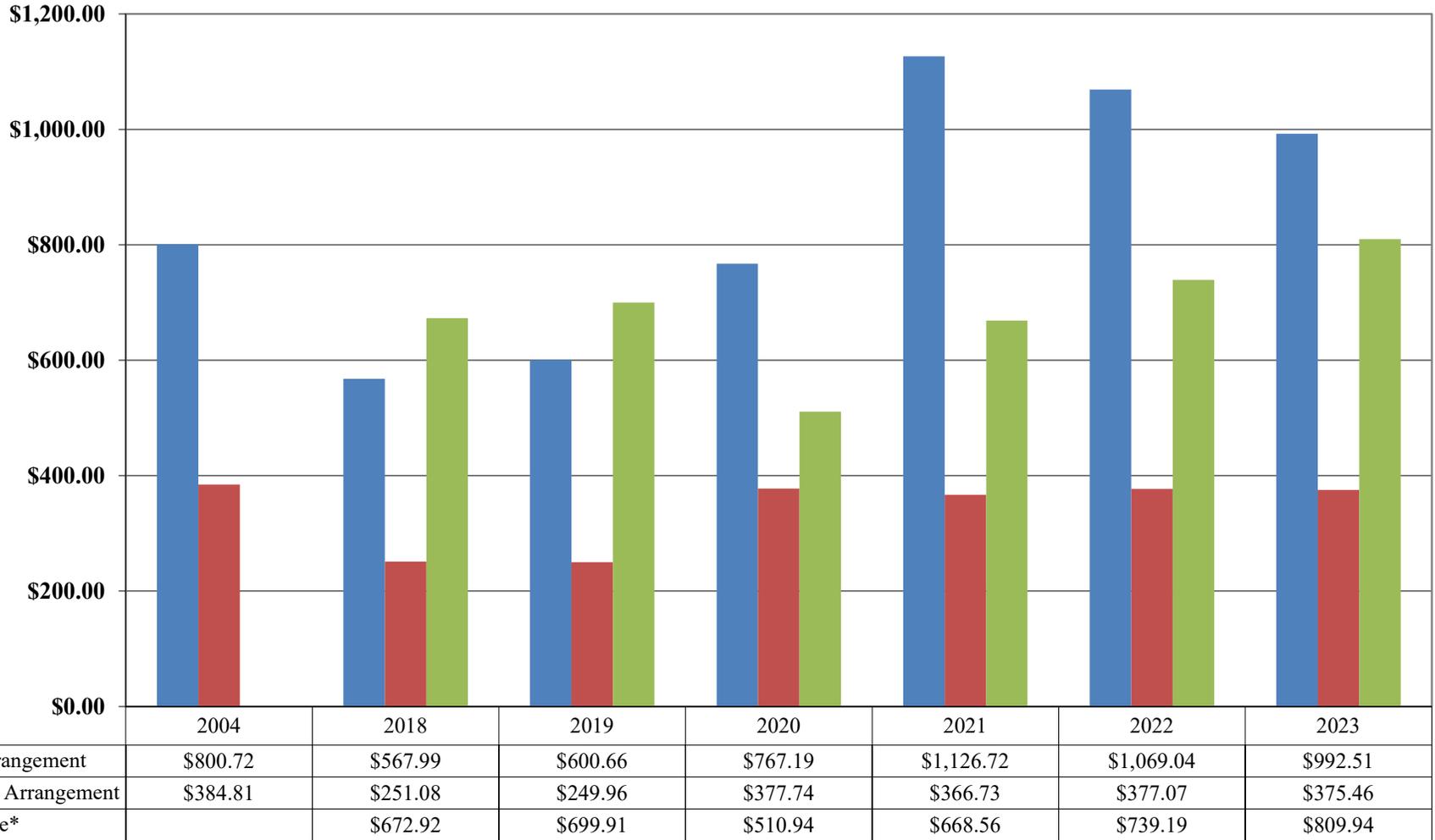
Average Arrearage - Electric (On Arrangement, Not on Arrangement and Inactive)



■ On Arrangement
 ■ Not on Arrangement
 ■ Inactive*

*Utilities started reporting select data for Inactive Accounts in 2012.

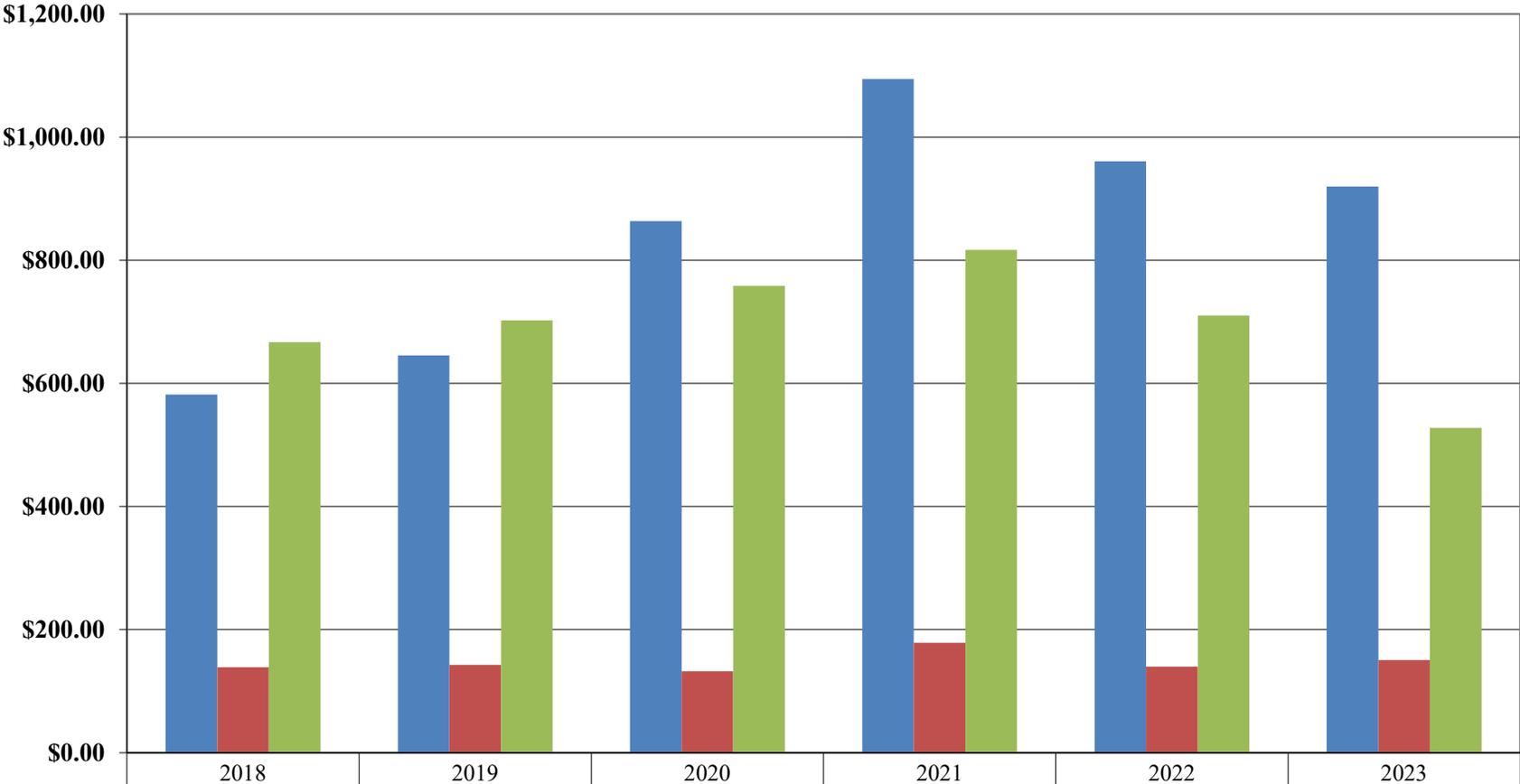
Average Arrearage - Gas (On Arrangement, Not on Arrangement and Inactive)



■ On Arrangement
 ■ Not on Arrangement
 ■ Inactive*

*Utilities started reporting select data for Inactive Accounts in 2012.

Average Arrearage - Water (On Arrangement, Not on Arrangement and Inactive)



■ On Arrangement	\$581.82	\$645.24	\$863.33	\$1,094.20	\$960.44	\$919.73
■ Not on Arrangement	\$139.02	\$142.56	\$132.51	\$178.77	\$139.62	\$150.63
■ Inactive	\$666.78	\$702.16	\$758.32	\$816.82	\$710.44	\$527.53

■ On Arrangement
 ■ Not on Arrangement
 ■ Inactive

On Dec. 22, 2014, Act 155 became effective, reauthorizing and amending Chapter 14 of the Public Utility Code (66 Pa. C.S. §§ 1401-1419), Responsible Utility Customer Protection. Act 155 implemented a new reporting requirement for the utilities to report data regarding the number of active (*i.e.*, accounts not final billed) residential accounts that exceed \$10,000 in arrearages at the end of each calendar year, along with those account balances. The utilities began reporting the ***Total Number of Residential Accounts Over \$10,000*** data in 2015. Peoples and Peoples-Equitable report combined data for this variable. CAP customers are included in this metric.

Table 46 – Total Number of Residential Accounts over \$10,000 – Electric

Utility	2015	2018	2019	2020	2021	2022	2023
Duquesne	21	46	25	99	106	72	45
Met-Ed	78	48	50	162	178	126	112
PECO*	92	69	82	197	371	499	422
Penelec	73	75	86	224	245	207	192
Penn Power	13	22	25	57	74	54	48
PPL	227	181	209	440	374	352	729
West Penn	34	73	73	230	276	196	199
Total	538	514	550	1,409	1,624	1,506	1,747

*PECO data includes electric and gas.

The total number of accounts over \$10,000 for the electric industry increased overall by 224.7% from 2015 to 2023 and increased by 239.9% from 2018 to 2023. PECO and West Penn showed the largest increases from 2015 to 2023, with 358.7% and 485.3% respectively. From 2018 to 2023, PECO and PPL had the largest increases in the total number of accounts over \$10,000 at 511.6% and 302.8% respectively. Met-Ed had the smallest increase of the electric utilities from 2015 to 2023 at 43.6%, while from 2018 to 2023, Duquesne was the only electric utility to show a decrease in the total number of accounts over \$10,000, by -2.2%.

Table 47 – Total Number of Residential Accounts over \$10,000 – Gas

Utility	2015	2018	2019	2020	2021	2022	2023
Columbia Gas	0	0	1	3	0	3	5
NFG	0	0	0	0	0	0	0
Peoples/ Peoples-Equitable*	68	5	5	14	8	19	26
PGW	345	200	139	219	382	385	398
UGI-Gas**	0	1	1	7	11	13	13
UGI Penn Natural**	0	2	1	N/A	N/A	N/A	N/A
Total	413	208	147	243	401	420	442

*Peoples and Peoples-Equitable have reported combined data for this reporting requirement since 2015.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The total number of accounts over \$10,000 for the gas industry increased overall by 7.0% from 2015 to 2023 and increased by 112.5% from 2018 to 2023. PGW showed an increase of 15.4% from 2015 to 2023, and an increase of 99.0% from 2018 to 2023. Peoples was the only gas utility to show a decrease since 2015 by -61.8% but showed an increase of 420.0% from 2018 to 2023. Taking into account the merger, UGI had the largest increase in the total number of accounts over \$10,000 from 2018 to 2023 with 333.3%. PGW has had the highest total number of accounts over \$10,000 for the gas utilities since 2015, and the 2023 number of 398 is the biggest to date.

Table 48 – Total Number of Residential Accounts over \$10,000 – Water

Utility	2015	2018	2019	2020	2021	2022	2023
Large Water:							
Aqua	3	2	4	4	8	18	12
PAWC	4	4	12	50	75	66	68
PWSA*	N/A	10	18	30	69	90	165
Other Class A:							
Audubon	0	0	0	0	0	0	0
Columbia Water	0	0	0	0	0	0	0
Community Utilities**	N/A	0	0	0	0	0	0
Newtown Artesian	0	0	0	0	0	0	0
Veolia Bethel	0	0	0	0	0	0	0
Veolia PA	0	0	2	3	3	2	0
York	0	0	0	0	0	0	3
Total	7	16	36	87	155	176	248

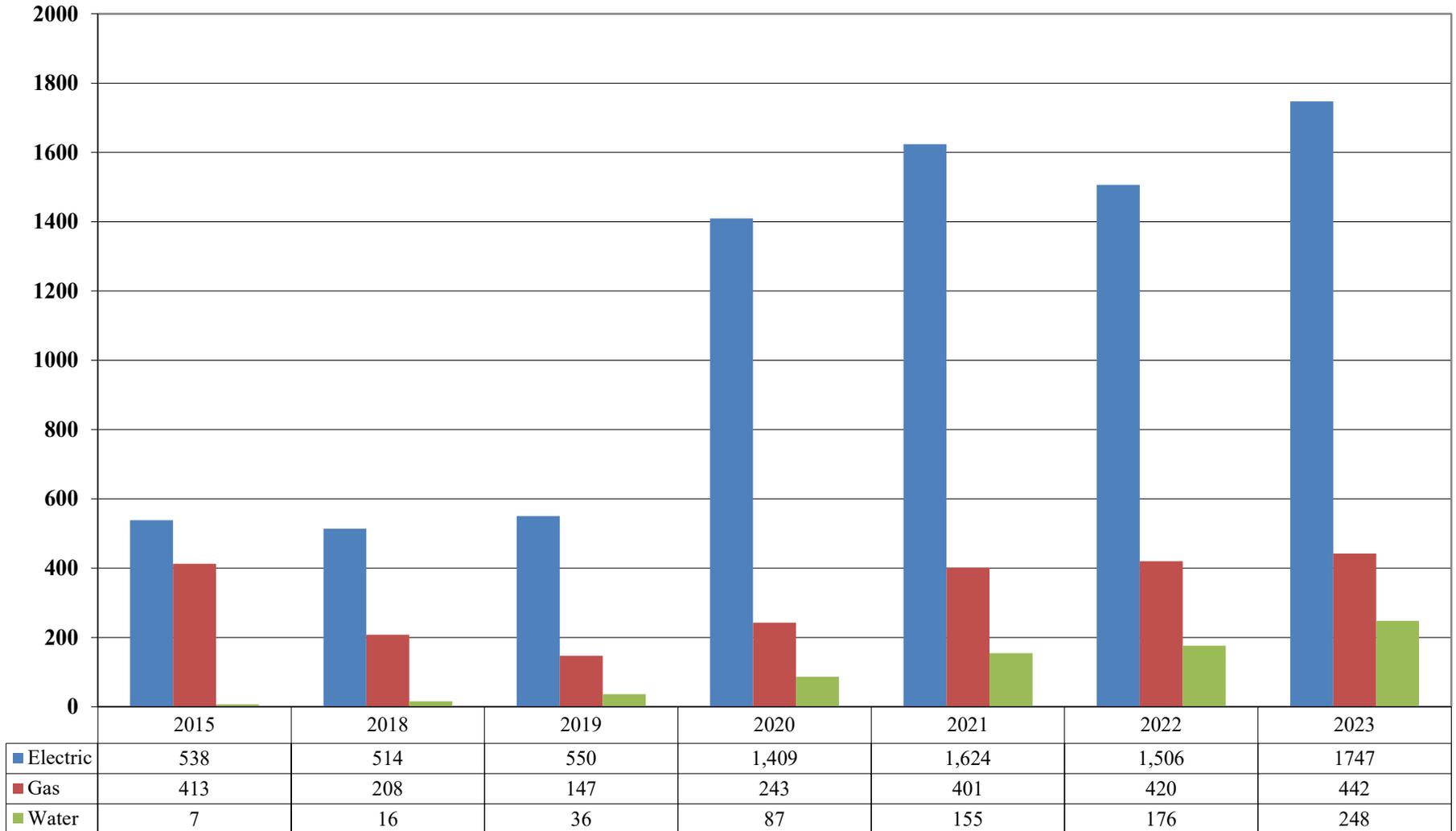
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The total number of accounts over \$10,000 for the water utilities increased overall by 3,442.9% from 2015 to 2023 and increased by 1,450.0% from 2018 to 2023. Aqua and PAWC were the only water utilities to report accounts over \$10,000 in 2015, and they showed an increase from 2015 to 2023 of 300.0% and 1600.0% respectively. From the first reporting year of 2018 to 2023, PWSA showed an increase in the total number of accounts over \$10,000 of 1550.0%. York is the only Other Class A water utility to report any accounts over \$10,000 with 3 in 2023.

The following graphs show the active (*i.e.*, accounts not final billed) **Total Number of Residential Accounts over \$10,000** in arrearages at the end of year for the electric, gas and water industries. The graphs provide a visual perspective to better recognize the industry trends.

Total Number of Residential Accounts over \$10,000 - Electric, Gas & Water



■ Electric
 ■ Gas
 ■ Water

Act 155 implemented a new reporting requirement for the utilities to report data regarding the number of active (*i.e.*, accounts not final billed) residential accounts that exceed \$10,000 in arrearages at the end of each calendar year, along with those account balances. The utilities began reporting this data in 2015 and Peoples and Peoples-Equitable report combined data for this variable. The tables below report the dollar amount of the *Total Arrearages of Residential Accounts over \$10,000* for the electric, gas and water industries.

Table 49 – Total Arrearages of Residential Accounts over \$10,000 – Electric

Utility	2015	2018	2019	2020	2021	2022	2023
Duquesne	\$281,461	\$632,535	\$342,529	\$1,367,612	\$1,442,651	\$960,595	\$579,860
Met-Ed	\$960,906	\$608,870	\$672,880	\$2,135,811	\$2,438,091	\$1,727,144	\$1,539,011
PECO*	\$1,232,332	\$939,150	\$1,101,520	\$2,700,673	\$4,889,390	\$6,773,972	\$5,881,906
Penelec	\$931,180	\$1,037,115	\$1,271,323	\$3,118,889	\$3,444,472	\$3,011,909	\$2,993,688
Penn Power	\$183,481	\$298,263	\$353,735	\$763,622	\$1,032,617	\$811,828	\$771,612
PPL	\$2,956,910	\$2,555,841	\$3,057,044	\$6,202,758	\$5,416,845	\$5,401,687	\$10,976,156
West Penn	\$409,396	\$939,166	\$957,296	\$3,057,144	\$3,774,042	\$2,763,510	\$2,986,617
Total	\$6,955,666	\$7,010,940	\$7,756,327	\$19,346,509	\$22,438,107	\$21,450,645	\$25,728,849

*PECO data includes electric and gas.

The total arrearages of accounts over \$10,000 for the electric industry increased overall by 269.9% from 2015 to 2023 and by 267.0% from 2018 to 2023. PECO and West Penn showed the largest increases from 2015 to 2023 with 377.3% and 629.5% respectively. From 2018 to 2023, PECO and PPL showed the largest increases of 526.3% and 329.5% respectively. Met-Ed had the smallest increase of the electric utilities from 2015 to 2023 at 60.2%, while from 2018 to 2023, Duquesne was the only utility to show a decrease in the total arrearages of accounts over \$10,000 at -8.3%.

Table 50 – Total Arrearages of Residential Accounts over \$10,000 – Gas

Utility	2015	2018	2019	2020	2021	2022	2023
Columbia Gas	\$0	\$0	\$13,845	\$39,675	\$0	\$32,330	\$62,269
NFG	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Peoples/Peoples-Equitable*	\$877,934	\$70,330	\$55,654	\$159,802	\$83,588	\$204,144	\$309,215
PGW	\$4,930,634	\$2,527,459	\$1,724,772	\$2,754,119	\$4,765,743	\$4,860,878	\$5,068,150
UGI-Gas**	\$0	\$13,372	\$14,885	\$93,189	\$128,935	\$150,499	\$180,832
UGI Penn Natural**	\$0	\$29,189	\$17,278	N/A	N/A	N/A	N/A
Total	\$5,808,568	\$2,640,351	\$1,826,433	\$3,046,785	\$4,978,266	\$5,247,851	\$5,620,467

*Peoples and Peoples-Equitable have always reported combined data for this reporting requirement.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The total arrearages of accounts over \$10,000 for the gas industry decreased overall by -3.2% from 2015 to 2023 but increased from 2018 to 2023 by 112.9%. Peoples/Peoples-Equitable showed the largest decrease from 2015 to 2023 by -64.8%, but from 2018 to 2023, showed an increase of 339.7%. From 2015 to 2023, PGW showed the smallest increase of the gas utilities at 2.8% but showed an increase in the total arrearages of accounts over \$10,000 of 100.5% from 2018 to 2023.

Table 51 – Total Arrearages of Residential Accounts over \$10,000 – Water

Utility	2015	2018	2019	2020	2021	2022	2023
Large Water:							
Aqua	\$49,307	\$36,209	\$59,768	\$62,596	\$116,984	\$253,881	\$152,030
PAWC	\$59,392	\$55,488	\$152,530	\$699,586	\$1,102,249	\$981,154	\$1,071,238
PWSA*	N/A	\$272,633	\$388,982	\$582,829	\$1,081,724	\$1,668,111	\$2,888,318
Other Class A:							
Audubon	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Columbia Water	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Community Utilities**	N/A	\$0	\$0	\$0	\$0	\$0	\$0
Newtown Artesian	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Veolia Bethel	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Veolia PA	\$0	\$0	\$32,391	\$39,616	\$42,845	\$21,974	\$0
York	\$0	\$0	\$0	\$0	\$0	\$0	\$33,356
Total	\$108,699	\$364,330	\$633,671	\$1,384,627	\$2,343,802	\$2,925,120	\$4,144,941

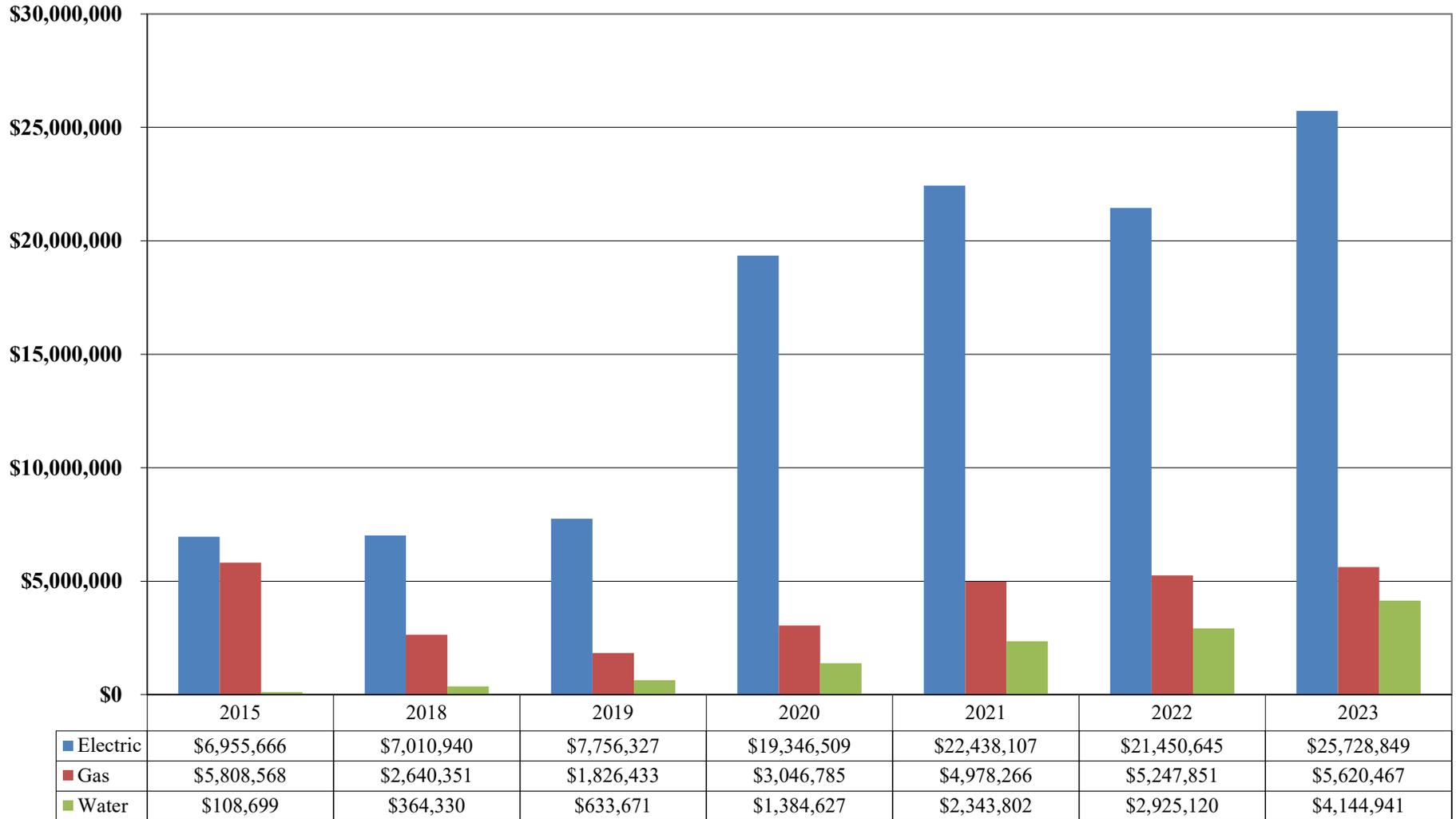
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The total arrearages of accounts over \$10,000 for the water utilities increased overall by 3,713.2% from 2015 to 2023 and by 1,037.7% from 2018 to 2023. Aqua and PAWC showed increases from 2015 to 2023 of 208.3% and 1,703.7% respectively and from 2018 to 2023, showed increases of 319.9% and 1,830.6% respectively. From the first reporting year of 2018 to 2023, PWSA showed an increase of 959.4% in the total arrearages of accounts over \$10,000.

The following graphs show the active (*i.e.*, accounts not final billed) **Total Arrearages of Residential Accounts over \$10,000** at the end of year for the electric, gas and water industries. The graphs provide a visual perspective to better recognize the industry trends.

Total Arrearages of Residential Accounts over \$10,000 - Electric, Gas & Water



■ Electric
 ■ Gas
 ■ Water

Act 155 implemented a new reporting requirement for the utilities to report data regarding the number of active (*i.e.*, accounts not final billed) residential accounts that exceed \$10,000 in arrearages at the end of each calendar year, along with those account balances. The utilities began reporting this data in 2015 and Peoples and Peoples-Equitable report combined data for this variable. The average arrearage is calculated by dividing the total arrearages by the number of accounts over \$10,000. The tables below report the ***Average Arrears of Accounts over \$10,000*** for the electric, gas and water industries.

Table 52 – Average Arrearage of Residential Accounts over \$10,000 – Electric

Utility	2015	2018	2019	2020	2021	2022	2023
Duquesne	\$13,402.89	\$13,750.76	\$13,701.15	\$13,814.27	\$13,609.92	\$13,341.60	\$12,885.77
Met-Ed	\$12,319.31	\$12,684.80	\$13,457.59	\$13,184.02	\$13,697.14	\$13,707.50	\$13,741.17
PECO*	\$13,394.91	\$13,610.87	\$13,433.17	\$13,709.00	\$13,178.95	\$13,575.10	\$13,938.17
Penelec	\$12,755.90	\$13,828.20	\$14,782.83	\$13,923.61	\$14,059.07	\$14,550.28	\$15,592.13
Penn Power	\$14,113.96	\$13,557.41	\$14,149.38	\$13,396.87	\$13,954.28	\$15,033.85	\$16,075.26
PPL	\$13,026.03	\$14,120.67	\$14,627.00	\$14,097.18	\$14,483.54	\$15,345.70	\$15,056.46
West Penn	\$12,041.07	\$12,865.29	\$13,113.65	\$13,291.93	\$13,674.07	\$14,099.54	\$15,008.12
Industry Average	\$12,928.75	\$13,639.96	\$14,102.41	\$13,730.67	\$13,816.57	\$14,243.46	\$14,727.45

*PECO data includes electric and gas.

The average arrearage of accounts over \$10,000 for the electric industry increased overall by 13.9% from 2015 to 2023 and by 8.0% from 2018 to 2023. Penelec and West Penn showed the largest increases from 2015 to 2023 with 22.2% and 24.6% respectively. From 2018 to 2023, Penn Power and West Penn had the largest increases of 18.6% and 16.7% respectively. Duquesne was the only electric utility from 2015 to 2023 to show a decrease at -3.9% and from 2018 to 2023 of -6.3%.

Table 53 – Average Arrearage of Residential Accounts over \$10,000 – Gas

Utility	2015	2018	2019	2020	2021	2022	2023
Columbia Gas	\$0.00	\$0.00	\$13,844.54	\$13,224.92	\$0.00	\$10,776.67	\$12,453.89
NFG	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Peoples/Peoples-Equitable*	\$12,910.79	\$14,066.04	\$11,130.76	\$11,414.44	\$10,448.55	\$10,744.40	\$11,892.88
PGW	\$14,291.69	\$12,637.29	\$12,408.43	\$12,575.88	\$12,475.77	\$12,625.66	\$12,734.04
UGI-Gas**	\$0.00	\$13,372.32	\$14,884.68	\$13,312.71	\$11,721.34	\$11,576.86	\$13,910.19
UGI Penn Natural**	\$0.00	\$14,594.67	\$17,278.21	N/A	N/A	N/A	N/A
Average	\$14,064.33	\$12,693.99	\$12,424.71	\$12,538.21	\$12,414.63	\$12,494.88	\$12,715.99

*Peoples and Peoples-Equitable have always reported combined data for this reporting requirement.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The average arrearage of accounts over \$10,000 for the gas industry decreased overall by -9.6% from 2015 to 2023 but increased 0.2% from 2018 to 2023. Peoples/Peoples-Equitable and PGW showed the largest decreases from 2015 to 2023 of -7.9% and -10.9% respectively. From 2018 to 2023, Peoples/Peoples-Equitable showed a decrease of -15.4%. Taking into account the merger, UGI showed a decrease of -0.5% in the average arrearage of accounts over \$10,000.

Table 54 – Average Arrearage of Residential Accounts over \$10,000 – Water

Utility	2015	2018	2019	2020	2021	2022	2023
Large Water:							
Aqua	\$16,435.70	\$18,104.28	\$14,942.08	\$15,649.11	\$14,622.99	\$14,104.53	\$12,669.19
PAWC	\$14,847.91	\$13,872.06	\$12,710.81	\$13,991.72	\$14,696.66	\$14,865.97	\$15,753.50
PWSA*	N/A	\$27,263.30	\$21,610.09	\$19,427.63	\$15,677.17	\$18,534.57	\$17,504.96
Other Class A:							
Audubon	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Columbia Water	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Community Utilities**	N/A	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Newtown Artesian	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Veolia Bethel	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Veolia PA	\$0.00	\$0.00	\$16,195.58	\$13,205.39	\$14,281.58	\$10,986.93	\$0.00
York	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$11,118.51
Average	\$15,528.43	\$22,770.63	\$17,601.97	\$15,915.25	\$15,121.30	\$16,620.00	\$16,713.47

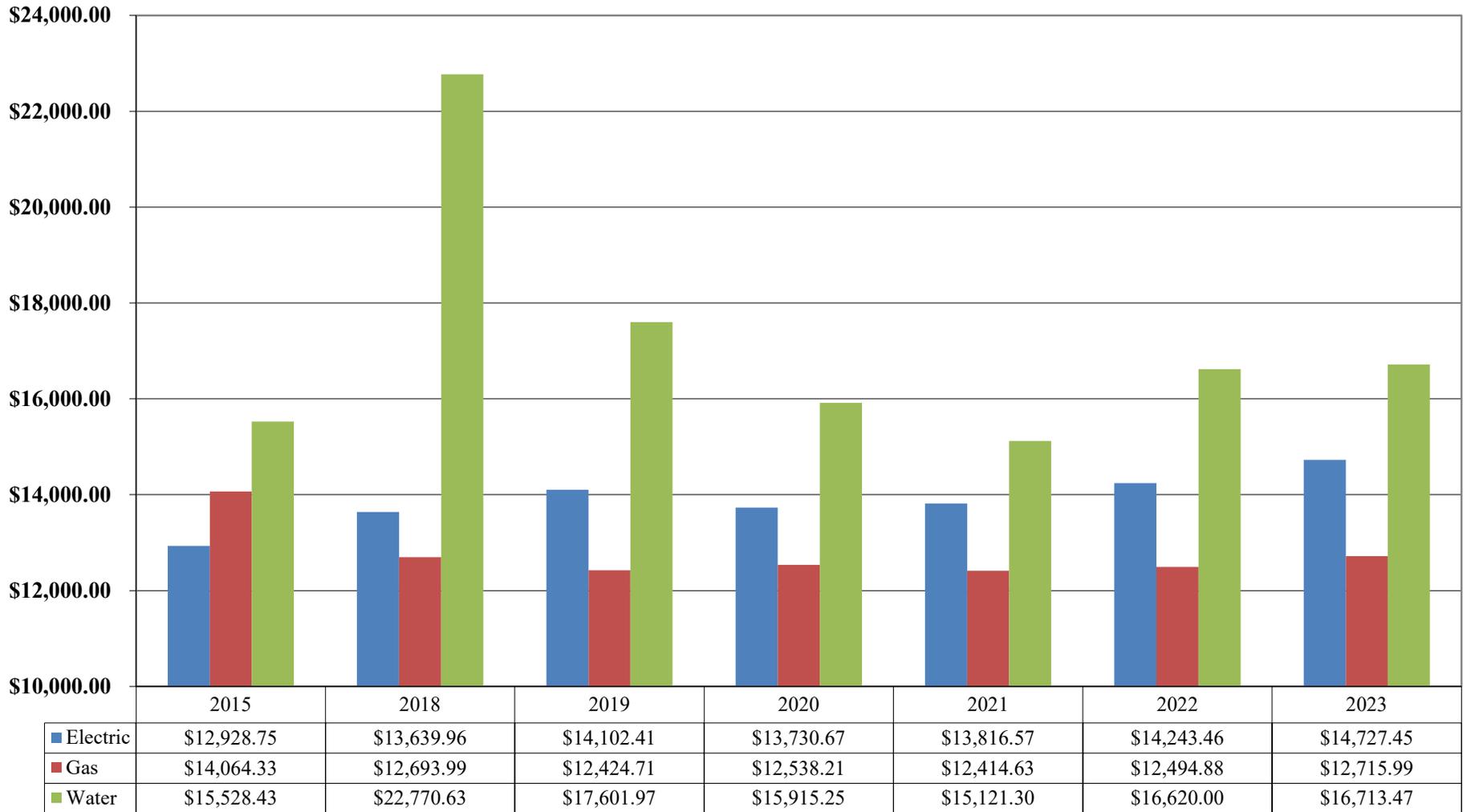
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The average arrearages of accounts over \$10,000 for the water utilities increased overall by 7.6% from 2015 to 2023 and decreased by -26.6% from 2018 to 2023. Aqua showed a decrease from 2015 to 2023 of -22.9% and a decrease of -30.0% from 2018 to 2023. PAWC showed an increase in the average arrearage of accounts over \$10,000 from 2015 to 2023 of 6.1% and an increase of 13.6% from 2018 to 2023. From the first reporting year of 2018 to 2023, PWSA showed a decrease of -35.8%.

The following graphs show the active (*i.e.*, accounts not final billed) ***Average Arrearages of Residential Accounts over \$10,000*** at the end of year for the electric, gas and water industries. The graphs provide a visual perspective to better recognize the industry trends.

Average Arrearage of Residential Accounts over \$10,000 - Electric, Gas & Water



■ Electric
 ■ Gas
 ■ Water

Universal Service is a collective name applied to the policies, protections and services that help low-income customers maintain electric and natural gas service and includes payment assistance programs, termination of service protections, energy reduction programs and consumer education.⁵ The following tables show the ***Total Universal Service Program Costs*** for electric and gas utilities from 2004 and 2018-2023. The Water utilities are not required to have universal programs. The total universal service program costs only include CAP, LIURP and CARES program costs. Since only the administrative cost are recoverable in public utility base rates, hardship fund program costs are not included. Reminder: customers who participate in CAP are removed from most mainstream collections data, but are included in the Universal service program costs, consistent with the Commission’s treatment of such costs for ratemaking purposes. Individual year costs for CAP, LIURP and CARES can be found in the [Appendices 15-20](#).

Table 55 – Total Universal Service Program Costs – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$6,396,250	\$28,297,392	\$32,166,582	\$29,929,490	\$39,204,664	\$43,955,654	\$47,686,643
Met-Ed	\$6,686,226	\$21,721,067	\$20,262,356	\$22,520,782	\$28,121,919	\$32,614,755	\$35,184,206
PECO*	\$86,110,369	\$74,383,392	\$72,987,389	\$70,427,173	\$83,277,422	\$113,429,805	\$178,495,624
Penelec	\$8,571,959	\$26,458,619	\$25,873,561	\$25,163,780	\$32,238,733	\$37,698,681	\$42,885,784
Penn Power	\$2,353,117	\$7,227,907	\$7,266,661	\$7,121,294	\$9,449,827	\$10,855,201	\$11,324,758
PPL	\$20,334,191	\$90,264,489	\$92,122,145	\$81,403,432	\$98,219,318	\$124,869,762	\$142,452,130
West Penn	\$7,109,745	\$28,270,715	\$22,940,782	\$24,617,040	\$28,221,106	\$34,002,229	\$38,454,729
Total	\$137,561,857	\$276,623,581	\$273,619,476	\$261,182,991	\$318,732,989	\$397,426,087	\$496,483,874

*PECO data includes electric and gas.

The universal service program costs for the electric industry increased overall by 261.0% from 2004 to 2023 and by 79.5% from 2018 to 2023. Duquesne and PPL showed the largest increases from 2004 to 2023 with 645.5% and 600.6% respectively. PECO showed the smallest increase from 2004 to 2023 of 107.3%, but the largest increase of the electric utilities from 2018 to 2023 with 140.0%.

⁵ Electricity Generation Customer Choice and Competition Act, 66 Pa. C.S. § 2803 and Natural Gas Choice Competition Act, 66 Pa. C.S. § 2202.

Table 56 – Total Universal Service Program Costs – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$16,344,747	\$27,181,077	\$26,111,825	\$19,277,453	\$27,845,559	\$40,216,199	\$33,581,563
NFG	\$5,833,965	\$3,186,234	\$3,333,916	\$2,814,104	\$3,119,816	\$3,262,659	\$4,036,466
Peoples*	\$6,161,196	\$10,351,124	\$8,890,413	\$13,004,345	\$17,946,949	\$25,375,267	\$25,949,019
Peoples-Equitable*	\$6,596,751	\$7,583,997	\$7,369,738	N/A	N/A	N/A	N/A
PGW	\$59,808,697	\$67,832,925	\$62,195,671	\$53,391,317	\$75,859,264	\$82,527,758	\$68,800,440
UGI-Gas**	\$2,615,634	\$5,600,907	\$5,724,572	\$11,646,898	\$12,986,594	\$17,915,424	\$24,111,391
UGI Penn Natural**	\$1,036,120	\$3,762,095	\$4,583,565	N/A	N/A	N/A	N/A
Total	\$98,397,110	\$125,498,359	\$118,209,700	\$100,134,117	\$137,758,182	\$169,297,307	\$156,478,880

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The universal service program costs for the gas industry increased overall by 59.0% from 2004 to 2023 and by 24.7% from 2018 to 2023. Columbia has the largest increase from 2004 to 2023 of 105.5%, while NFG showed a decrease of -30.8%. From 2018 to 2023, NFG showed an increase of 26.7%. Taking into account the mergers, Peoples and UGI showed increases of 103.4% and 560.3% from 2004 to 2023 and of 44.7% and 157.5% from 2018 to 2023 respectively.

More detailed data regarding the electric and natural gas universal service programs can be found in the Universal Service Programs & Collections Performance Reports on the PUC website at <https://www.puc.pa.gov/filing-resources/reports/universal-service-reports/>.

The *Annual Residential Billings (Revenues)* shown below for the electric and gas industries represents the total amount of the residential billings for the calendar years 2004 and 2018-2023, and for water utilities for 2018-2023. This includes normal tariff billings and late payment fees.

Table 57 – Annual Residential Billings – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$314,096,238	\$565,825,977	\$554,560,188	\$590,711,570	\$609,464,880	\$688,141,228	\$748,833,091
Met-Ed	\$459,899,488	\$631,235,520	\$613,381,575	\$609,398,255	\$652,803,005	\$731,079,749	\$856,272,371
PECO*	\$1,957,092,865	\$2,477,620,946	\$2,497,022,637	\$2,460,660,707	\$2,507,305,990	\$2,954,041,551	\$3,036,547,075
Penelec	\$375,076,999	\$591,507,790	\$566,400,530	\$570,011,917	\$582,846,673	\$636,217,593	\$735,510,855
Penn Power	\$139,365,836	\$195,071,468	\$183,772,688	\$187,558,506	\$195,167,327	\$218,958,897	\$245,784,528
PPL	\$1,119,311,100	\$2,076,233,183	\$2,002,641,111	\$1,983,204,481	\$2,065,591,575	\$2,443,754,604	\$2,704,883,566
West Penn	\$461,441,708	\$715,500,920	\$695,021,554	\$679,260,398	\$669,041,945	\$783,519,557	\$906,438,333
Industry Total	\$4,826,284,234	\$7,252,995,804	\$7,112,800,283	\$7,080,805,834	\$7,282,221,395	\$8,455,713,179	\$9,234,269,819

*PECO's data includes electric and gas.

The residential billings for the electric industry increased overall by 91.3% from 2004 to 2023 and by 27.3% from 2018 to 2023. Duquesne and PPL showed the largest increases during the 2004 to 2023 period, of 138.4% and 141.7% respectively. Duquesne, Met-Ed and PPL all had increases in the residential billings of over 30% from 2018 to 2023. PECO had the smallest of the increases in residential billings for both the 2004-2023 and 2018-2023 periods at 55.2% and 22.6% respectively. Again, it is important to note that PECO combines electric and gas customers for this report, but the majority of the residential billing amount can likely be attributed to the electric customers, rather than those with just gas service.

Table 58 – Annual Residential Billings – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$334,443,294	\$441,253,741	\$431,312,024	\$399,445,838	\$477,280,261	\$595,926,018	\$594,146,770
NFG	\$244,711,222	\$153,674,403	\$146,182,599	\$130,691,047	\$145,155,802	\$194,858,772	\$180,667,743
Peoples*	\$290,778,050	\$315,638,063	\$301,742,334	\$472,741,659	\$509,264,056	\$648,509,452	\$543,417,286
Peoples-Equitable*	\$283,893,176	\$230,033,115	\$216,474,649	N/A	N/A	N/A	N/A
PGW	\$572,312,071	\$548,304,433	\$537,592,266	\$499,157,709	\$521,228,457	\$616,552,330	\$554,608,647
UGI-Gas**	\$260,933,261	\$269,363,627	\$259,406,139	\$481,690,358	\$526,986,632	\$699,559,163	\$703,938,242
UGI Penn Natural**	\$184,696,814	\$163,406,878	\$164,890,204	N/A	N/A	N/A	N/A
Industry Total	\$2,171,767,888	\$2,121,674,260	\$2,057,600,215	\$1,983,726,611	\$2,179,915,208	\$2,755,405,735	\$2,576,778,688

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The residential billings for the gas industry increased overall by 18.6% from 2004 to 2023 and by 21.5% from 2018 to 2023. Columbia Gas showed an increase of 77.7% from 2004 to 2023, but only an increase of 34.6% from 2018 to 2023. NFG and PGW were the only gas utilities to show a decrease in the overall residential billings from 2004 to 2023 of -26.2% and -3.1%, respectively. However, between 2018 and 2023, NFG and PGW both showed increases in residential billings of 17.6% and 1.1%, respectively. Taking into account the mergers, from 2004 to 2023 Peoples showed a decrease of -5.4% while UGI showed an increase in the residential billings of 58.0%. From 2018 to 2023, Peoples showed a decrease of -0.4% while UGI showed increases of 62.7%.

Table 59 – Annual Residential Billings – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$289,591,031	\$303,103,923	\$343,795,559	\$339,333,249	\$388,656,054	\$408,371,850
PAWC	\$399,002,102	\$402,858,625	\$441,820,109	\$455,487,707	\$463,821,113	\$524,986,785
PWSA*	\$80,115,275	\$108,420,509	\$96,344,185	\$121,013,076	\$128,093,888	\$131,460,758
Other Class A:						
Audubon	\$1,243,480	\$1,223,155	\$1,357,712	\$1,476,693	\$1,650,509	\$1,670,052
Columbia Water	\$4,019,836	\$4,155,094	\$4,303,677	\$4,233,178	\$4,533,216	\$4,649,744
Community Utilities**	N/A	\$2,296,513	\$2,869,726	\$2,930,140	\$3,672,558	\$3,671,422
Newtown Artesian	\$3,086,758	\$3,474,433	\$4,248,556	\$4,080,949	\$4,069,000	\$4,042,000
Veolia Bethel	\$765,086	\$758,296	\$808,473	\$804,908	\$765,610	\$764,899
Veolia PA	\$28,941,953	\$31,033,148	\$33,449,404	\$33,501,297	\$34,732,872	\$34,887,981
York	\$31,302,819	\$32,237,449	\$33,965,053	\$33,885,850	\$35,262,167	\$39,873,553
Industry Total	\$838,068,340	\$889,561,145	\$962,962,454	\$996,747,047	\$1,065,256,987	\$1,154,379,044

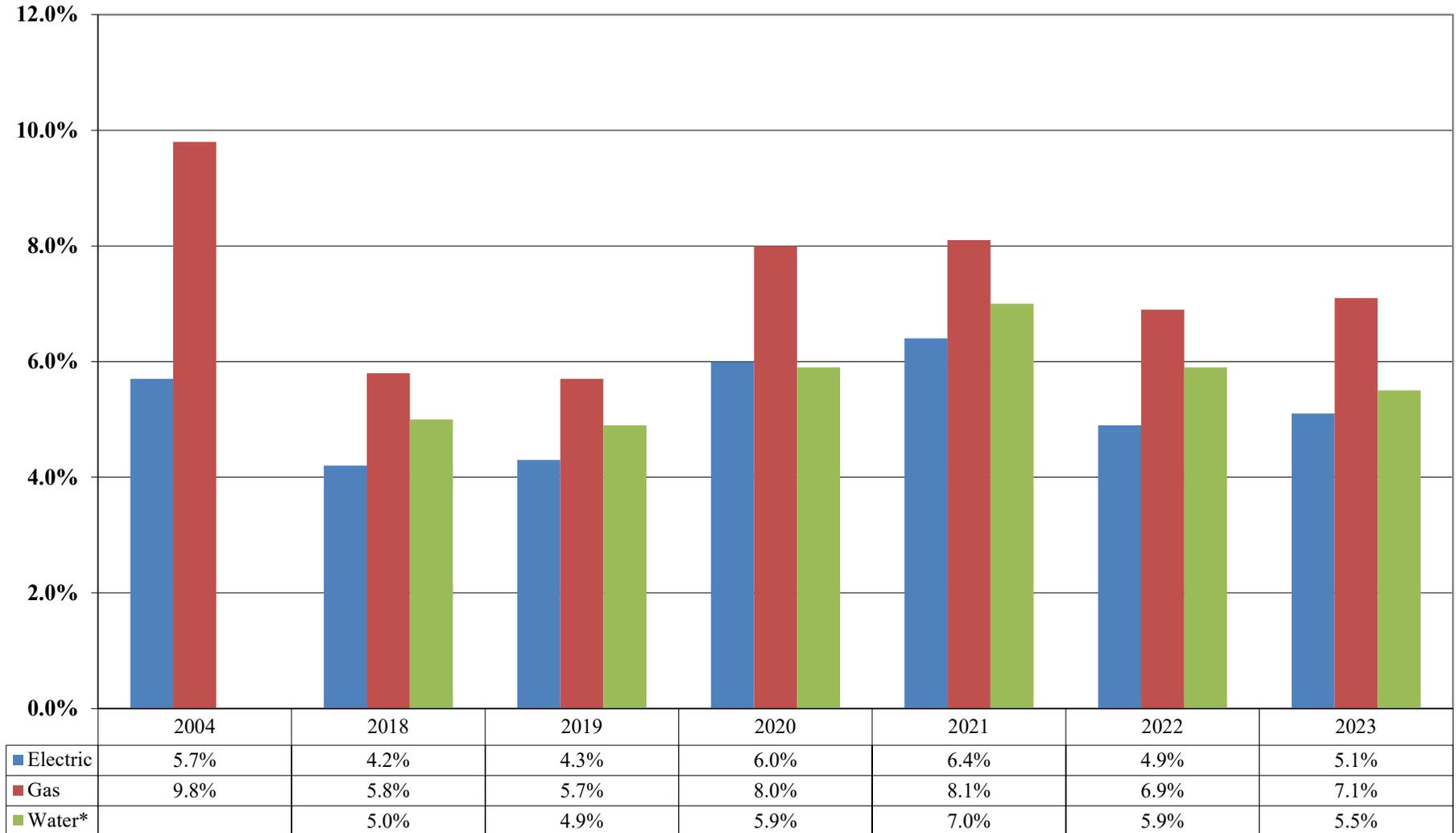
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential billings for the water utilities increased overall by 37.7% from 2018 to 2023. PWSA had the biggest increase of the three large water utilities of 64.1% from 2018 to 2023. Audubon and Newtown had increases of 34.3% and 30.9% respectively from 2018 to 2023. Community showed an increase of 59.9% from their first full year of reporting in 2019, to 2023. Veolia Bethel was the only water utility to not show an increase, as the residential billings from 2018 to 2023 decreased.

The following graph shows the *Percentage of Billings (Revenues) in Debt* for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The percentage of billings in debt is calculated by dividing the residential total dollars in debt for active accounts by the annual billings.

Percentage of Billings in Debt - Electric, Gas & Water



■ Electric
 ■ Gas
 ■ Water*

*Water utilities did not report this data in 2004.

The following tables show the *Individual Expense Categories as a Percentage of Billings* for electric and gas for 2004, 2018 and 2023, and water utilities for 2018 and 2023. These tables provide an overall perspective of the key collections metrics by showing the annual billings and total collection costs in dollars, along with the percentage of billings in debt for active accounts. The percentage of billings is also presented for each expense category: collections operating expenses, gross write-offs and total universal service program costs. These tables provide an overview of the key collections components and the relationship to the annual billings of the utilities. It is important to consider these key metrics in tandem, as it helps to provide perspective to trends and account for fluctuations such as individual utility rates, enrollment in and redesign of CAPs or other changes in universal service programs that may affect the increase or decrease of each category. As a reminder, the Water utilities are not required to have universal programs.

The individual expense categories dollar amounts for the collection operating expenses and gross write-offs are shown in [Appendices 9-14](#). The other categories were presented earlier within the body of this report.

For the electric industry, annual billings increased overall by 91.3% from 2004 to 2023, and by 27.3% from 2018 to 2023. The total collections costs for the electric industry also increased overall from 2004 to 2023, by 138.7% and by 45.3% from 2018 to 2023.

For the gas industry, annual billings increased overall by 18.6% from 2004 to 2023, and by 21.5% from 2018 to 2023. The total collections costs for the gas industry also increased overall from 2004 to 2023, by 18.2% and by 32.1% from 2018 to 2023.

For the water industry, annual billings increased overall by 37.7% from 2018 to 2023. The total collections costs for the water industry decreased overall by -13.4% from 2018 to 2023.

Table 60 – 2004, 2018 and 2023 Individual Expense Categories as a Percentage of Billings – Electric

Utility	Billings	Billings in Debt (Active)	Collections Operating Expenses	Gross Write-Offs	Universal Service Program Costs	Total Collections Costs* (Dollars)	Total Collections Costs* as a Percent of Billings
2004							
Duquesne	\$314,096,238	7.1%	5.1%	3.2%	2.0%	\$32,470,516	10.3%
Met-Ed	\$459,899,488	5.4%	3.0%	2.1%	1.5%	\$29,943,971	6.5%
PECO**	\$1,957,092,865	6.3%	0.5%	2.1%	4.4%	\$137,249,113	7.0%
Penelec	\$375,076,999	6.6%	3.6%	2.3%	2.3%	\$30,847,203	8.2%
Penn Power	\$139,365,836	5.8%	2.6%	1.7%	1.7%	\$8,333,818	6.0%
PPL	\$1,119,311,100	5.2%	0.4%	2.0%	1.8%	\$47,538,808	4.2%
West Penn	\$461,441,708	3.4%	3.1%	1.9%	1.5%	\$29,995,134	6.5%
Total/Average	\$4,826,284,234	5.7%	1.6%	2.1%	2.9%	\$316,378,563	6.6%
2018							
Duquesne	\$565,825,977	4.7%	1.4%	3.5%	5.0%	\$55,990,289	9.9%
Met-Ed	\$631,235,520	5.2%	2.8%	2.4%	3.4%	\$54,604,005	8.7%
PECO**	\$2,477,620,946	2.9%	0.6%	1.2%	3.0%	\$119,353,664	4.8%
Penelec	\$591,507,790	5.9%	3.0%	2.6%	4.5%	\$59,633,696	10.1%
Penn Power	\$195,071,468	4.7%	2.1%	1.7%	3.7%	\$14,717,693	7.5%
PPL	\$2,076,233,183	4.4%	0.5%	2.6%	4.3%	\$153,899,444	7.4%
West Penn	\$715,500,920	4.9%	2.5%	2.2%	4.0%	\$61,422,627	8.6%
Total/Average	\$7,252,995,804	4.2%	1.3%	2.1%	3.8%	\$519,621,418	7.2%
2023							
Duquesne	\$748,833,091	3.1%	0.8%	2.2%	6.4%	\$70,415,969	9.4%
Met-Ed	\$856,272,371	5.0%	1.9%	1.6%	4.1%	\$64,840,918	7.6%
PECO**	\$3,036,547,075	4.0%	0.6%	1.5%	5.9%	\$242,088,020	8.0%
Penelec	\$735,510,855	6.2%	2.3%	2.0%	5.8%	\$75,191,221	10.2%
Penn Power	\$245,784,528	5.0%	1.8%	1.5%	4.6%	\$19,335,175	7.9%
PPL	\$2,704,883,566	6.6%	0.5%	2.2%	5.3%	\$215,695,206	8.0%
West Penn	\$906,438,333	5.1%	1.7%	1.5%	4.2%	\$67,661,256	7.5%
Total/Average	\$9,234,269,819	5.1%	1.0%	1.8%	5.4%	\$755,227,765	8.2%

*Includes collections operating expenses, gross write-offs and universal service program costs.

**PECO data includes electric and gas.

Table 61 – 2004, 2018 and 2023 Individual Expense Categories as a Percentage of Billings – Gas

Utility	Billings	Billings in Debt (Active)	Collections Operating Expenses	Gross Write-Offs	Universal Service Program Costs	Total Collections Costs* (Dollars)	Total Collections Costs* as a Percent of Billings
2004							
Columbia Gas	\$334,443,294	4.8%	0.7%	4.8%	4.9%	\$34,888,391	10.4%
NFG	\$244,711,222	3.5%	0.5%	2.5%	2.4%	\$12,990,079	5.3%
Peoples	\$290,778,050	14.5%	1.1%	4.8%	2.1%	\$23,311,564	8.0%
Peoples-Equitable**	\$283,893,176	9.4%	1.4%	2.8%	2.3%	\$18,469,761	6.5%
PGW	\$572,312,071	18.3%	1.8%	11.5%	10.5%	\$135,859,754	23.7%
UGI-Gas	\$260,933,261	3.0%	1.3%	2.6%	1.0%	\$12,755,901	4.9%
UGI Penn Natural***	\$184,696,814	3.8%	1.3%	2.8%	0.6%	\$8,597,585	4.7%
Total/Average	\$2,171,767,888	9.8%	1.2%	5.6%	4.5%	\$246,873,035	11.4%
2018							
Columbia Gas	\$441,253,741	3.1%	1.1%	1.9%	6.2%	\$40,561,367	9.2%
NFG	\$153,674,403	4.7%	0.5%	2.8%	2.1%	\$8,216,227	5.3%
Peoples	\$315,638,063	3.0%	0.7%	2.5%	3.3%	\$20,534,256	6.5%
Peoples-Equitable**	\$230,033,115	3.0%	0.7%	2.2%	3.3%	\$14,359,150	6.2%
PGW	\$548,304,433	10.6%	0.8%	6.4%	12.4%	\$107,049,157	19.5%
UGI-Gas	\$269,363,627	6.3%	1.8%	3.3%	2.1%	\$19,299,052	7.2%
UGI Penn Natural***	\$163,406,878	6.1%	1.4%	3.0%	2.3%	\$10,961,299	6.7%
Total/Average	\$2,121,674,260	5.8%	1.0%	3.5%	5.9%	\$220,980,508	10.4%
2023							
Columbia Gas	\$594,146,770	3.4%	1.0%	2.0%	5.7%	\$51,251,087	8.6%
NFG	\$180,667,743	5.7%	0.6%	1.9%	2.2%	\$8,491,417	4.7%
Peoples**	\$543,417,286	6.1%	1.0%	2.3%	4.8%	\$43,692,417	8.0%
PGW	\$554,608,647	14.5%	0.2%	8.9%	12.4%	\$119,210,132	21.5%
UGI-Gas***	\$703,938,242	5.7%	1.3%	5.1%	3.4%	\$69,167,065	9.8%
Total/Average	\$2,576,778,688	7.1%	0.9%	4.4%	6.1%	\$291,812,118	11.3%

*Includes collections operating expenses, gross write-offs and universal service program costs.

**Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2023 Peoples data includes Peoples-Equitable.

***Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2023 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Table 62 – 2018 and 2023 Individual Expense Categories as a Percentage of Billings – Water

Utility	Billings	Billings in Debt (Active)	Collections Operating Expenses	Gross Write-Offs	Total Collections Costs* (Dollars)	Total Collections Costs* as a Percent of Billings
2018						
Large Water:						
Aqua	\$289,591,031	3.5%	0.7%	0.9%	\$4,610,043	1.6%
PAWC	\$399,002,102	4.4%	1.5%	2.6%	\$16,088,359	4.0%
PWSA**	\$80,115,275	16.0%	0.8%	0.0%	\$645,797	0.8%
Other Class A:						
Audubon	\$1,243,480	0.9%	1.8%	0.0%	\$22,316	1.8%
Columbia Water	\$4,019,836	0.7%	0.6%	0.4%	\$40,841	1.0%
Community Utilities***	N/A	N/A	N/A	N/A	\$0	N/A
Newtown Artesian	\$3,086,758	1.1%	0.5%	0.0%	\$16,850	0.5%
Veolia Bethel	\$765,086	1.4%	3.3%	0.4%	\$27,942	3.7%
Veolia PA	\$28,941,953	1.3%	3.5%	0.7%	\$1,210,832	4.2%
York	\$31,302,819	2.1%	0.9%	1.0%	\$568,411	1.8%
Total/Average	\$838,068,340	5.0%	1.2%	1.6%	\$23,231,391	2.8%
2023						
Large Water:						
Aqua	\$408,371,850	3.9%	0.4%	0.9%	\$5,512,303	1.3%
PAWC	\$524,986,785	5.2%	0.7%	1.3%	\$10,763,158	2.1%
PWSA**	\$131,460,758	13.6%	0.7%	0.0%	\$889,810	0.7%
Other Class A:						
Audubon	\$1,670,052	0.9%	3.8%	0.2%	\$66,077	4.0%
Columbia Water	\$4,649,744	0.3%	0.6%	0.1%	\$34,786	0.7%
Community Utilities***	\$3,671,422	5.1%	0.0%	12.8%	\$468,956	12.8%
Newtown Artesian	\$4,042,000	1.4%	0.2%	0.0%	\$10,000	0.2%
Veolia Bethel	\$764,899	1.5%	4.1%	0.8%	\$37,193	4.9%
Veolia PA	\$34,887,981	1.3%	4.3%	0.8%	\$1,777,303	5.1%
York	\$39,873,553	2.9%	0.4%	1.0%	\$549,611	1.4%
Total/Average	\$1,154,379,044	5.5%	0.7%	1.0%	\$20,109,197	1.7%

*Includes collections operating expenses and gross write-offs. The water utilities are not required to have universal service programs.

**PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

***Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

Conclusion – Section II

This section reviews the overall industry trends in terms of the key collections performance metrics. The collection variable categories such as: Billings, Total Dollars in Debt (Active and Inactive), Percentage of Billings in Debt, Total Customers in Debt (Active and Inactive), Percentage of Customers in Debt, Dollars in Debt (Active and Inactive) and Average Arrearage provide a comprehensive review of the overall collections performance of each utility. While some variables measure actual numbers or dollar amounts, other categories are reported as percentages or ratios and involve calculations performed on two separate variables. Data is presented by both individual variables and calculated categories in order to provide accuracy and a more complete depiction of how changes in individual variables may be influencing a calculated percentage within a category. When reviewing both industry trends and the performance of each individual utility, all the key collections performance variables are considered.

In addition, this section also reviews the overall industry trends for the accounts with arrearages over \$10,000, the universal service programs costs and the individual collections metrics compared to annual billings (revenues).

The number of residential customers for the electric, gas and water industries has increased since 2004, with the largest percentage of increase occurring in the gas industry. The number of confirmed low-income customers increased overall for both the electric and gas industries since 2004, but since 2018, the electric industry has shown a decrease in the number of confirmed low-income customers. The water industry does not report low-income customer data.

Metrics related to customer debt are analyzed in three separate categories: debt on arrangements, debt not on arrangements and total debt. In addition to the increased number of residential customers, the percentage of customers in debt on arrangements has also increased for the electric, gas and water industries since 2004. The percentage of customers in debt not on arrangements decreased for the electric, gas and water industries since 2004. The rate of decrease was larger than the rate of increase, so the overall effect was a decrease in the total percentage of customers in debt for the electric, gas and water industries.

The total number of customers with active accounts in debt has also shown decreases for the electric and water industries since 2004. The gas industry showed a larger decrease in the total number of customers with active accounts in debt. The utilities began reporting inactive account data in 2018 and the number of customers with inactive debt has increased for the electric, gas and water industries. The inactive debt is reflected in the increased gross write-off dollars since 2018 for the electric and gas industries. Water industry gross write-offs have decreased.

Consistent with the increase in the number of customers in debt on arrangements, the dollars in debt on arrangement also increased for the electric, gas and water industries since 2004. The dollars in debt not on arrangement decreased for the electric gas and water industries since 2004. For the electric and gas industries, the majority of the dollars in debt remain not on an arrangement. The water industry has the majority of debt on arrangements.

Since 2004, the composition of debt on arrangement and not on arrangement within the total dollars in debt has shifted. In 2023, a larger percentage of those dollars are now covered on

arrangements. The inactive dollars in debt for the electric and gas industries have also increased since 2018. The water industry has shown a decrease in the inactive dollars in debt since 2018. This coincides with the increases mentioned above for gross write-off dollars for the electric and gas industries, and the decreased gross write-off dollars for the water industry.

Average arrearages are analyzed in three separate categories: on arrangement, not on arrangement and total arrearage. The average arrearage on arrangement is calculated by dividing the total dollars in debt on arrangement by the total number of customers in debt on arrangement. Review of this variable shows the residential average arrearage of accounts on arrangement for the electric, gas and water industries have all increased since 2004. The average arrearage not on arrangement is calculated by dividing the total dollars in debt not on an arrangement by the total number of customers in debt not on arrangement. Review of this variable shows the average arrearage of accounts not on arrangements has increased for the electric and water industries since 2004. The average arrearage not on arrangement for the gas industry decreased overall by -2.4% from 2004 to 2023, but notably, increased by 49.5% from 2018 to 2023. When the combined total average arrearage for residential active accounts is calculated, the variable shows overall increases in the electric, gas and water industries. The residential average arrearage for inactive accounts also shows increases for the electric and gas industries from 2004 to 2023, but a decrease for the water industry from 2018 to 2023. The overall percentage of customers in debt has decreased and the amount of debt has increased.

Another indicator to consider is the data related to the residential accounts with arrearages over \$10,000.⁶ From 2015 to 2023, the number of active accounts with balances that exceed \$10,000 increased for the electric, gas and water industries. The total dollar amounts of the accounts with arrearages over \$10,000 increased for the electric and water industries from 2015 to 2023. The dollar amount of the accounts with arrearages over \$10,000 for the gas industry had decreased from 2015 to 2023 by -3.2% but increased from 2018 to 2023 by 112.9%. Some of the increase in the gas industry arrearages from 2018 to 2023 may be attributed to the pandemic, but the electric and water industries showed increases prior to the pandemic. The total average arrearages for accounts with \$10,000 balances also show increases for the electric, gas and water industries from 2015 to 2023. The accounts with arrearages over \$10,000 are not separated by on arrangement and not on arrangement, as with the other reported arrearage data.

A related metric reviewed in this section is the cost for the universal service programs, the collective name applied to the policies, protections and services that help low-income customers maintain electric and natural gas service. The universal service programs include payment assistance programs, termination of service protections, energy reduction programs and consumer education. The total universal service program costs include CAP, LIURP and CARES program costs. Reminder: customers who participate in CAP are removed from most collections data, but are included in the universal service program costs, consistent with the Commission's treatment of such costs for ratemaking purposes. The universal service program costs for both the electric and gas industry have increased from 2004 to 2023.

The overall number of residential customers has increased since 2004, as well as the number of confirmed low-income customers, many of whom are enrolled in universal service programs. The

⁶ As required by [Act 155 of 2014](#).

universal service costs are recoverable for the utilities and represent a pre-emptive alternative to the traditional costs associated with the collections and termination process. Universal service programs provide a safety net to low-income customers by making utility bills more affordable.

Residential billings (revenues) for the electric, gas and water industries increased from 2004 to 2023. Some factors that may influence this metric includes fluctuations in the number of customers, changes in utility rates, enrollment in and redesign of universal service programs, anomalies like the pandemic, and severe weather events. The pandemic impacted the overall collections operations of all the utilities in 2020, and some utilities are still showing lingering effects and slower recoveries, as noted in the 2023 data. Many of the key collections variables for the industries show increases in debt, especially from 2018 to 2023.

Section III – The Level of Access to Utility Services by Residential Customers, Including Low-Income Customers

This section of the report measures the impact of Chapter 14 on access to utility services by residential customers, including low-income customers.

To help measure access, the Commission collects monthly termination and reconnection data from the electric and gas distribution utilities. Residential customer termination and reconnection data for the water utilities is presented from 2018 to 2023. As a reminder, water utilities do not report low-income customer data. The following tables detail the path from receipt of a termination notice through termination and possibly reconnection of service. Termination rates are calculated by dividing the number of terminations by the total number of customers for each utility. Reconnection rates are calculated by dividing the number of reconnections by the number of terminations. Presenting the data in this manner allows for comparison of termination and reconnection statistics across utilities regardless of the number of residential customers.

Beginning in 2015, the utilities began reporting data on the number of medical certificates, per 52 Pa. Code § 56.111, which states that a public utility may not terminate service, or refuse to restore service, to a premises when a licensed physician, physician assistant or nurse practitioner has certified by letter to the utility that the customer or an applicant seeking restoration of service under § 56.191 (relating to payment and timing) or a member of the customer's or applicant's household is seriously ill or afflicted with a medical condition that will be aggravated by cessation of service. The Commission reviews the medical certificate data to determine how many medical certificates have been submitted to the utility, how many medical certificates the utility has accepted and the number and percentage of medical certificates which have been utilized to restore service.

Utilities may require security deposits from applicants seeking to establish service or from customers who have had service terminated and who have a poor payment history, as a condition of reconnection of service. The Commission collects the number and dollar amounts of security deposits for applicants and customers for each month during a calendar year. In addition, the Commission also receives a snapshot from the utilities of the amount of security deposit holdings, which may include carryover dollars from previous years. BCS monitors the numbers and amounts of the security deposits.

The Commission also collects reported information on terminated households in the annual Cold Weather Survey (CWS). In accordance with 52 Pa. Code § 56.100(h)(i), electric and natural gas distribution and water utilities gather CWS data annually during the fall months. The utilities survey residential properties where heat-related service was terminated during the current calendar year and not reconnected. The CWS does not provide any indication as to how long the household has been without utility service, however, in the initial survey, utilities also report the number of households that remain off from the previous year. The CWS is actually surveyed in three separate pieces: the initial survey, which captures all terminations and reconnections to date in the calendar year through November 30th as well as households that remain without service; the December survey, which reflects terminations and reconnections only from that month; and the follow-up or final survey, which updates the initial survey and provides any updated data through the year-end.

Prior to termination of utility service, the utility must provide written notice of the termination at least 10 days prior to the date of the proposed termination. The following tables contain information on the *Number of 10-day Termination Notices* issued by electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023.

Table 63 – Number of 10-Day Residential Termination Notices – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	303,967	390,586	399,745	48,261	314,636	243,596	227,434
Met-Ed	155,585	294,366	284,876	248,949	228,898	279,230	300,114
PECO*	823,849	652,499	728,847	48,373	470,491	535,730	567,279
Penelec	160,395	296,362	284,963	252,720	221,932	262,835	285,035
Penn Power	77,977	81,508	74,391	65,221	62,046	73,938	74,952
PPL	435,843	463,829	399,778	31,905	228,875	374,521	226,311
West Penn	362,270	328,199	310,343	278,667	237,488	281,980	308,031
Total	2,319,876	2,507,349	2,482,943	974,096	1,764,366	2,051,830	1,989,156

*PECO statistics include electric and gas.

The number of 10-day termination notices issued by the electric industry decreased overall by -14.3% from 2004 to 2023 and decreased -20.7% from 2018 to 2023. Met-Ed and Penelec were the only electric utilities that showed increases from 2004 to 2023 of 92.9% and 77.7% respectively. Met-Ed was the only electric utility to show an increase from 2018 to 2023 of 2.0%. PECO and PPL showed the largest decreases in 10-day terminations issued from 2004 to 2023 with -31.1% and -48.1% respectively. PPL had the largest decrease from 2018 to 2023 with -51.2%.

Table 64 – Number of 10-Day Residential Termination Notices – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	45,746	157,451	155,757	42,701	87,989	142,631	146,820
NFG	183,284	130,830	96,913	37,941	59,141	80,965	91,847
Peoples*	202,432	91,995	84,496	13,814	141,166	100,548	122,493
Peoples-Equitable*	62,554	69,412	62,912	N/A	N/A	N/A	N/A
PGW	693,269	227,282	230,195	541	160,542	100,708	280,225
UGI-Gas**	58,465	62,921	67,411	92,661	95,668	140,777	129,112
UGI Penn Natural**	113,778	36,203	41,617	N/A	N/A	N/A	N/A
Total	1,359,528	776,094	739,301	187,658	544,506	565,629	770,497

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The number of 10-day termination notices issued by the gas industry decreased overall by -43.3% from 2004 to 2023 and by -0.7% from 2018 to 2023. NFG and PGW had the largest decreases from 2004 to 2023 of -49.9% and -59.6% respectively. From 2018 to 2023, NFG showed a decrease of -29.8% while PGW showed an increase 23.3%. Columbia was the only gas utility to show an increase from 2004 to 2023 with 220.9%. Taking into account the mergers, Peoples and UGI showed decreases in the number of 10-day notices issued from 2004 to 2023 of -53.8% and -25.0% respectively. From 2018 to 2023, Peoples showed a decrease of -24.1% while UGI showed an increase of and of 30.3%.

Table 65 – Number of 10-Day Residential Termination Notices – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	178,694	185,846	63,137	210,518	186,647	189,389
PAWC	390,155	367,794	84,638	206,486	379,046	288,073
PWSA*	42,920	44,763	9,063	10,771	13,566	19,738
Other Class A:						
Audubon	1,289	1,414	553	1,703	1,264	1,455
Columbia Water	14,718	5,494	2,332	5,022	4,280	3,739
Community Utilities**		4,720	530	764	3,780	3,709
Newtown Artesian	910	1,144	567	477	1,378	1,040
Veolia Bethel	741	819	113	0	0	0
Veolia PA	83,558	79,822	15,018	6,684	12,580	15,834
York	34,067	36,800	6,349	24,873	45,832	41,349
Total	747,052	728,616	182,300	467,298	648,373	564,326

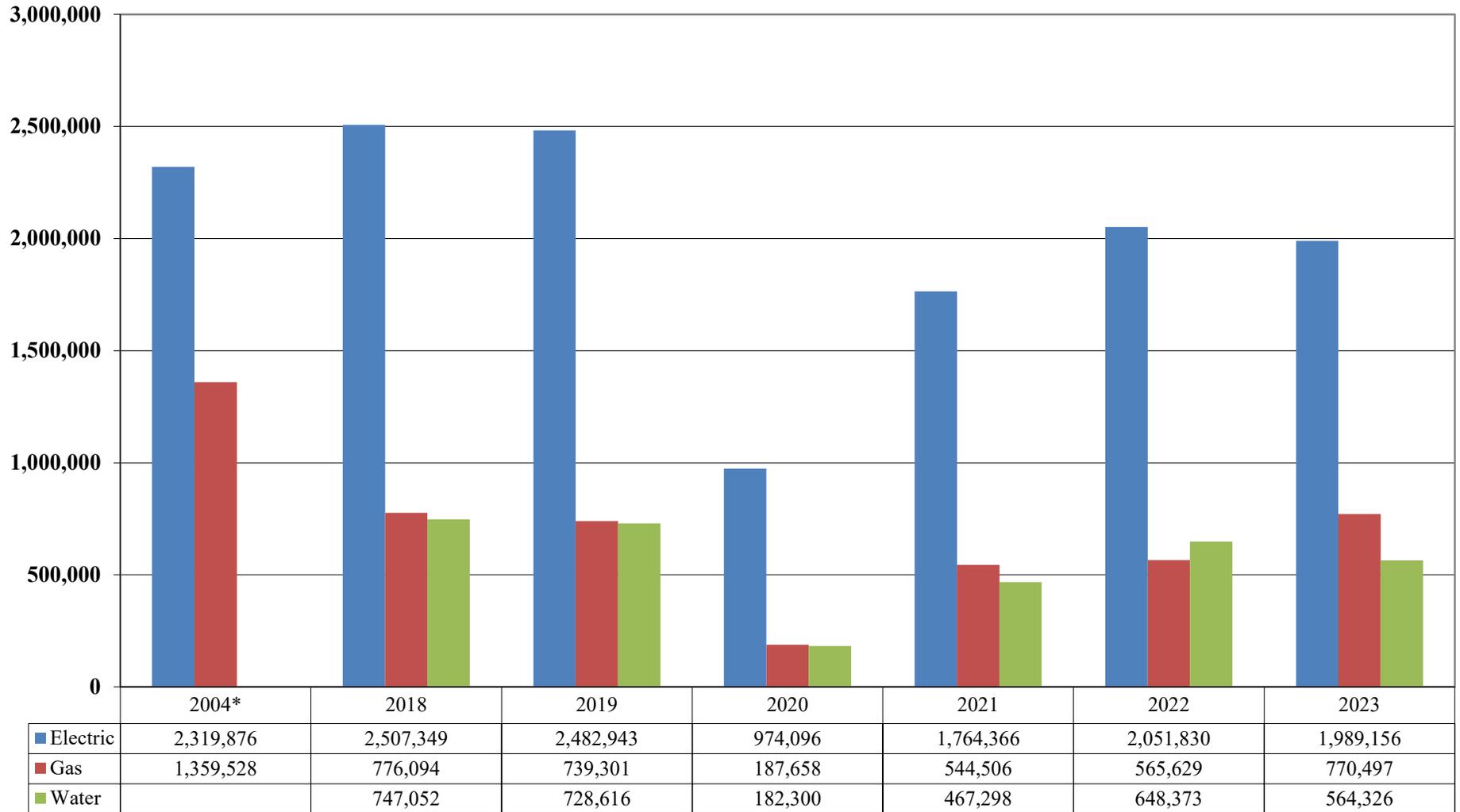
*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The number of 10-day termination notices issued by the large water utilities decreased overall by -24.5% from 2018 to 2023. PAWC and PWSA showed the biggest decreases of the three large water utilities with -26.2% and 54.0%. Columbia Water and Veolia PA showed the largest decreases of the Other Class A water utilities with -74.6% and -81.1% respectively. Newtown Artesian and York showed the largest increases in the number of 10-day termination notices issued from 2018 to 2023 with 14.3% and 21.4% respectively.

The following graphs show the *Number of 10-Day Termination Notices* for the electric, gas and water industries. The graphs provide a visual perspective to better recognize the industry trends. Prior to termination of utility service, the utility must provide written notice of the termination at least 10 days prior to the date of the proposed termination.

Number of 10-Day Residential Termination Notices - Electric, Gas & Water



■ Electric
 ■ Gas
 ■ Water

*Water utilities did not report this data in 2004.

Termination of utility service is the most serious consequence of customer nonpayment. The termination of utility service is a last resort when customers fail to meet their payment obligations. The following tables contain information on the *Number of Terminations* for non-payment for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023.

Table 66 – Residential Terminations – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	10,694	26,119	27,688	0	30,945	30,467	24,820
Met-Ed	4,506	24,099	26,076	754	26,941	28,816	26,672
PECO*	55,098	85,583	92,977	81	76,487	75,689	87,488
Penelec	5,881	19,949	21,065	760	20,354	20,488	19,379
Penn Power	1,446	4,089	4,293	150	2,416	3,244	4,006
PPL	9,061	44,971	53,340	1,502	30,843	35,241	17,915
West Penn	12,007	13,577	19,743	796	16,147	21,021	20,188
Total	98,693	218,387	245,182	4,043	204,133	214,966	200,468

*PECO statistics include electric and gas.

Terminations for the electric industry increased overall by 103.1% from 2004 to 2023 but decreased by -8.2% from 2018 to 2023. Met-Ed and Penelec had the largest increases in terminations since 2004 with 491.9% and 229.5%, respectively. Met-Ed and West Penn had the largest increases from 2018 to 2023 with 10.7% and 48.7%, while Duquesne and PPL showed the largest decreases from 2018 to 2023 with -5.0% and -60.2%.

Table 67 – Residential Terminations – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	7,545	10,859	10,770	12	9,760	11,380	10,454
NFG	7,422	6,449	7,533	0	7,091	6,861	6,981
Peoples*	6,054	9,707	11,255	823	23,754	15,335	21,462
Peoples-Equitable*	7,023	8,622	9,444	N/A	N/A	N/A	N/A
PGW	29,695	25,576	29,048	0	15,669	14,410	34,682
UGI-Gas**	8,911	15,924	10,657	356	23,013	26,882	31,066
UGI Penn Natural**	5,169	8,243	6,652	N/A	N/A	N/A	N/A
Total	71,819	85,380	85,359	1,191	79,287	74,868	104,645

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Terminations for the gas industry increased overall by 45.7% from 2004 to 2023 and by 22.6% from 2018 to 2023. Columbia and PGW showed the largest increases from 2004 to 2023 with 38.6% and 16.8% respectively. NFG was the only gas utility to show a decrease in terminations from 2004 to 2023 of -5.9%. From 2018 to 2023, Columbia was the only utility to show a decrease in the number of terminations of -3.7%. Taking into account the mergers, Peoples and UGI showed increases from 2004 to 2023 of 64.1% and 120.6% respectively. From 2018 to 2023, Peoples and UGI showed increases in the number of terminations of 17.1% and 28.6% respectively.

Table 68 – Residential Terminations – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	7,415	7,125	1,255	7,070	5,585	6,197
PAWC	24,695	25,513	2,374	20,340	24,113	16,368
PWSA*	1,622	2,437	206	177	440	215
Other Class A:						
Audubon	0	13	0	7	29	31
Columbia Water	241	240	59	132	264	310
Community Utilities**	306	158	55	25	80	94
Newtown Artesian	43	33	0	18	14	20
Veolia Bethel	0	0	0	0	0	-
Veolia PA	372	534	82	367	570	700
York	1,121	883	179	495	269	196
Total	35,815	36,936	4,210	28,631	31,364	24,131

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

Terminations for the water utilities decreased overall by -32.6% from 2018 to 2023. PAWC and PWSA had the biggest decreases of the three large water utilities of -33.7% and -86.7% respectively. Columbia Water and Veolia PA were the only two water utilities to show increases from 2018 to 2023 with 28.6% and 88.2% respectively. York showed the largest decrease of the Other Class A water utilities from 2018 to 2023 of -82.5%.

The following tables contain information on the number of confirmed low-income terminations for electric and gas utilities from 2004 and 2018-2023.

Table 69 – Confirmed Low-Income Terminations – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	4,109	7,600	6,696	0	7,198	9,818	9,184
Met-Ed	2,129	13,246	14,112	0	12,996	14,327	13,827
PECO*	21,877	27,647	25,815	0	24,233	\$32,705	34,313
Penelec	3,307	12,561	13,335	0	11,208	11,525	11,286
Penn Power	857	2,431	2,636	0	1,248	1,770	2,306
PPL	5,013	27,433	35,659	0	20,182	21,583	10,357
West Penn	2,194	7,631	11,312	0	8,183	10,716	10,666
Total	39,486	98,549	109,565	0	85,248	102,444	91,939

*PECO statistics include electric and gas.

The confirmed low-income terminations for the electric industry increased overall by 132.8% from 2004 to 2023 but decreased by -6.7% from 2018 to 2023. Met-Ed and West Penn showed the largest increases from 2004 to 2023 with 549.5% and 386.1% respectively. From 2018 to 2023, PECO and West Penn showed the largest increases in confirmed low-income terminations with 24.1% and 39.8% respectively. Penelec and PPL were the only electric utilities to show decreases in confirmed low-income terminations from 2018 to 2023 of -10.2% and -62.2% respectively.

Table 70 – Confirmed Low-Income Terminations – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	4,461	6,314	6,067	0	5,475	6,124	5,974
NFG	4,359	3,710	4,106	0	3,668	3,260	3,268
Peoples*	3,929	2,366	2,226	0	5,973	4,253	11,815
Peoples-Equitable*	3,937	1,527	2,003	N/A	N/A	N/A	N/A
PGW	19,636	17,567	19,724	0	7,483	9,548	20,339
UGI-Gas**	3,095	593	1,080	0	3,555	4,810	5,548
UGI Penn Natural**	3,068	513	1,039	N/A	N/A	N/A	N/A
Total	42,485	32,590	36,245	0	26,154	27,995	46,944

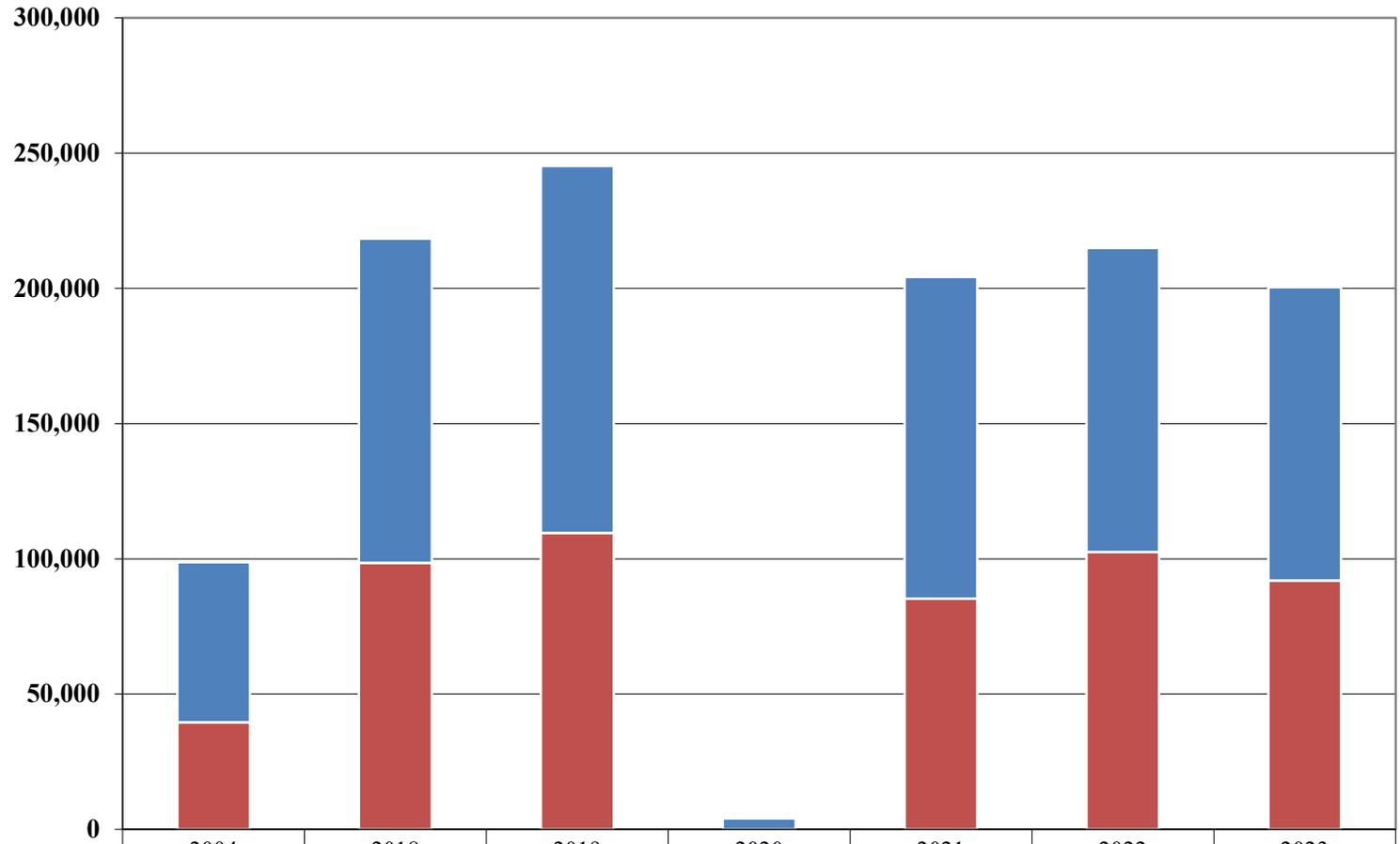
*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The confirmed low-income terminations for the gas industry increased overall by 10.5% from 2004 to 2023 and increased by 44.0% from 2018 to 2023. Columbia showed the largest increase from 2004 to 2023 of 33.9% but showed a decrease of -5.4% from 2018 to 2023. NFG showed the largest decrease in confirmed low-income terminations for the gas utilities from 2004 to 2023 of -25.0% and from 2018 to 2023, showed a decrease of -11.9%. Taking into account the mergers, Peoples showed an increase from 2004 to 2023 of 50.2% and an increase of 203.5% from 2018 to 2023. UGI showed a decrease of -10.0% from 2004 to 2023 but showed an increase of 401.6% from 2018 to 2023.

The following graphs show the *Residential and Confirmed Low-Income Terminations* for the electric, gas and water industries. The water industry does not report confirmed low-income data. The graphs provide a visual perspective to better recognize the industry trends. From 2018-2023, the electric industry percentage of total terminations that were confirmed low-income averaged 44.9%, while the gas industry averaged 39.5%.

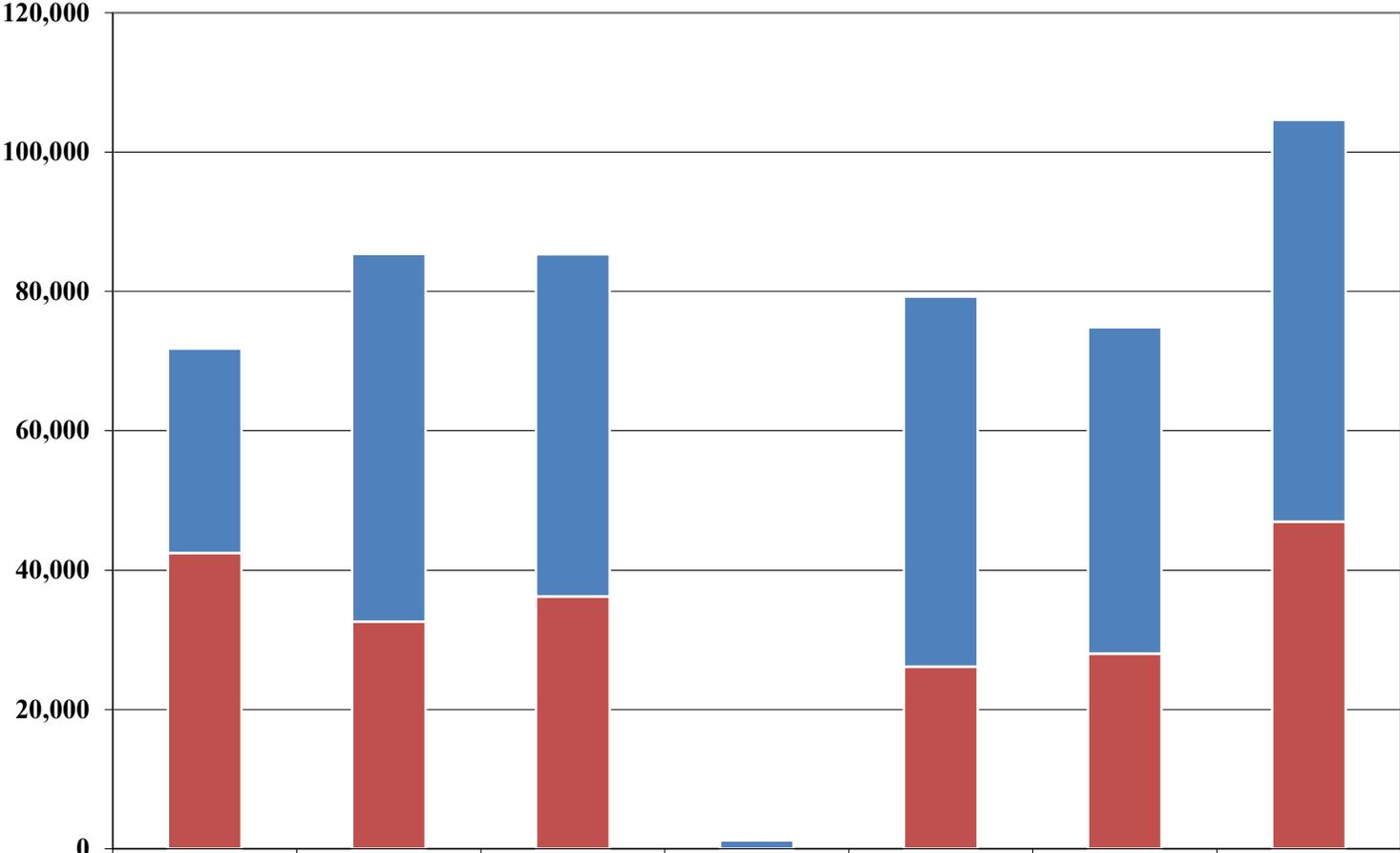
Total Number of Terminations - Electric (Residential + Confirmed Low-Income)



■ Residential-Excluding Conf. Low-Income	59,207	119,838	135,617	4,043	118,885	112,522	108,529
■ Confirmed Low-Income	39,486	98,549	109,565	0	85,248	102,444	91,939

■ Confirmed Low-Income
 ■ Residential-Excluding Conf. Low-Income

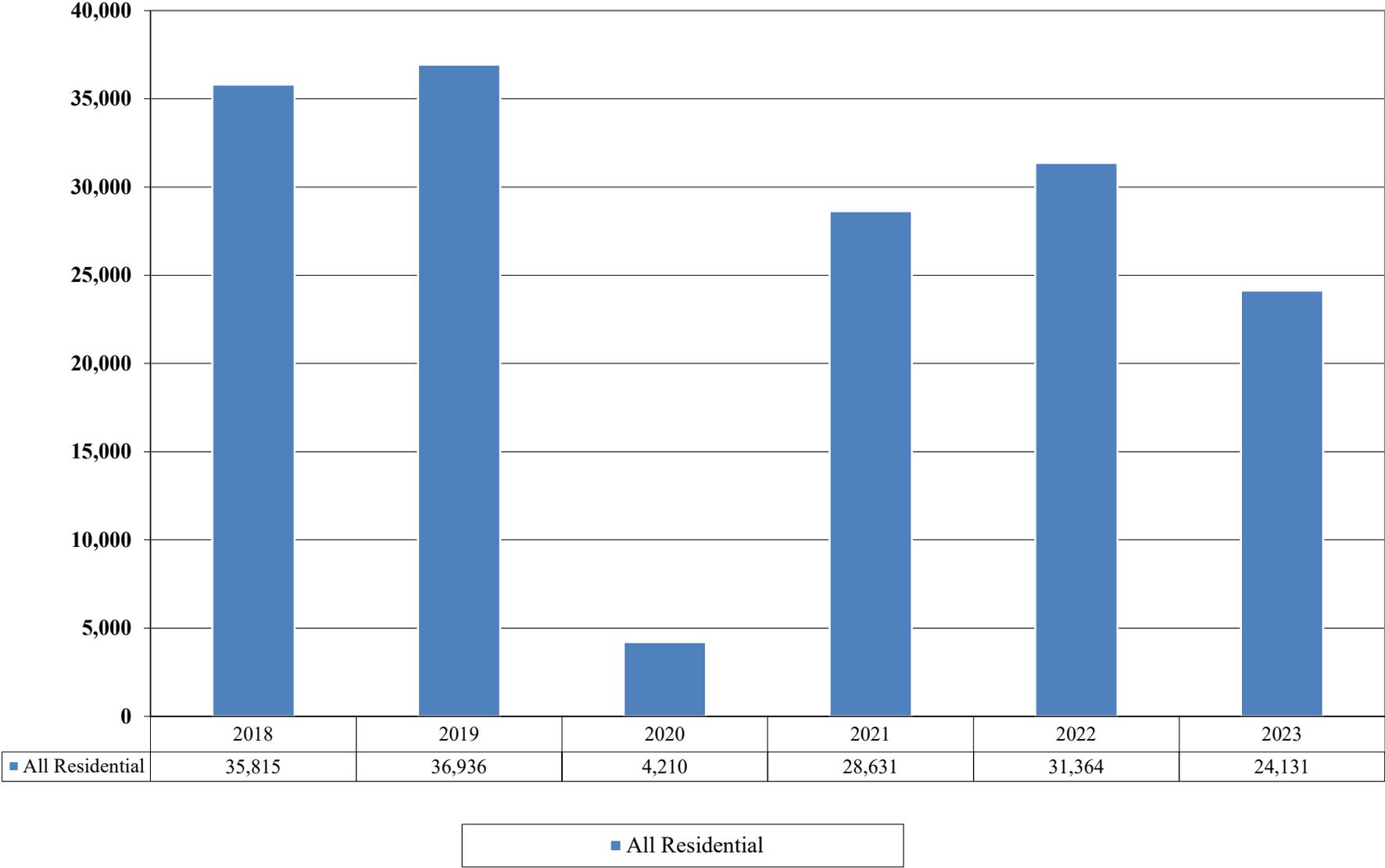
Total Number of Terminations - Gas (Residential + Confirmed Low-Income)



	2004	2018	2019	2020	2021	2022	2023
■ Residential-Excluding Conf. Low-Income	29,334	52,790	49,114	1,191	53,133	46,873	57,701
■ Confirmed Low-Income	42,485	32,590	36,245	0	26,154	27,995	46,944

■ Confirmed Low-Income
 ■ Residential-Excluding Conf. Low-Income

Total Number of Terminations - Water* (All Residential)



*The water industry does not report confirmed low-income data.

The following tables show the **Residential Termination Rates** for electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The residential termination rate is calculated by dividing the number of residential terminations by the total number of residential customers. Due to the COVID-19 pandemic restrictions, residential terminations were suspended from March 13, 2020, through and including March 31, 2021. On March 13, 2020, the Commission’s then Chairman Gladys Brown Dutrieuille issued an Emergency Order prohibiting all electric, natural gas, water, wastewater, telecommunications, and steam utilities subject to the Commission’s jurisdiction from terminating services to their customers during the pendency of Governor Wolf’s Proclamation of Disaster Emergency, unless to ameliorate a safety emergency, or unless otherwise determined by the Commission. *See, Utility Service Moratorium Emergency Order* at Docket No. M-2020-30019244, Order entered March 13, 2020. This moratorium on terminations lasted until it was lifted by the Commission on March 31, 2021. In the initial Emergency Order, utilities were also encouraged to reconnect residential customers that had been terminated as of March 13, 2020. for health and safety reasons. This impacted 2020 numbers for both terminations and reconnections. On March 18, 2021, the Commission entered an Order lifting the termination moratorium and allowing disconnections to resume April 1, 2021; however, the Commission ordered certain additional modifications and consumer protections to existing collection policies for all electric, natural gas, water, wastewater, telecommunications, and steam utilities until Dec. 31, 2021. The Commission authorized extended and additional payment arrangements for income eligible customers under the Proclamation.

Table 71 – Residential Termination Rate – Electric (shown as a percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	2.0%	4.9%	5.1%	0.0%	5.7%	5.6%	4.5%
Met-Ed	1.0%	4.8%	5.2%	0.2%	5.3%	5.6%	5.1%
PECO*	4.0%	5.7%	6.2%	0.0%	5.0%	4.9%	5.6%
Penelec	1.2%	4.0%	4.2%	0.2%	4.1%	4.1%	3.9%
Penn Power	1.1%	2.8%	2.9%	0.1%	1.6%	2.2%	2.7%
PPL	0.8%	3.7%	4.3%	0.1%	2.5%	2.8%	1.4%
West Penn	2.0%	2.2%	3.2%	0.1%	2.6%	3.3%	3.2%
Industry Average	2.1%	4.3%	4.9%	0.1%	4.0%	4.2%	3.9%

*PECO statistics include electric and gas.

The residential termination rate for the electric industry increased overall by 85.7% from 2004 to 2023 but decreased from 2018 to 2023 by -9.3%. Met-Ed and Penelec showed the largest increases from 2004 to 2023, with 410.0% and 225.0%, respectively. From 2018 to 2023, Met-Ed and West Penn showed the largest increases with 6.3% and 45.5% respectively. Duquesne and PPL had the largest decreases from 2018 to 2023 with -8.2% and -62.2% respectively.

Table 72 – Residential Termination Rate – Gas (shown as a percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	2.1%	2.7%	2.7%	0.0%	2.4%	2.8%	2.5%
NFG	3.8%	3.3%	3.8%	0.0%	3.6%	3.5%	3.6%
Peoples*	1.9%	2.9%	3.4%	0.1%	4.0%	2.6%	3.6%
Peoples-Equitable*	3.0%	3.5%	3.8%	N/A	N/A	N/A	N/A
PGW	6.2%	5.4%	6.1%	0.0%	3.2%	3.0%	7.2%
UGI-Gas**	3.3%	4.4%	2.9%	0.1%	3.8%	4.4%	5.0%
UGI Penn Natural**	3.7%	5.3%	4.2%	N/A	N/A	N/A	N/A
Industry Average	3.6%	3.9%	3.9%	0.1%	3.5%	3.3%	4.5%

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The residential termination rate for the gas industry increased by 25.0% from 2004 to 2023 and increased 15.4% from 2018 to 2023. Columbia and PGW showed the largest increases from 2004 to 2023 of 19.0% and 16.1% respectively. From 2018 to 2023, NFG and PGW had the largest increases at 9.1% and 33.3% respectively. Columbia was the only gas utility to show a decrease from 2018 to 2023 by -7.4%. Taking into account the merger, Peoples and UGI showed increases from 2004 to 2023 of 56.5% and 47.1%, respectively and increases of 16.1% and 6.4% from 2018 to 2023.

Table 73 – Residential Termination Rate – Water (shown as a percentage)

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	1.9%	1.8%	0.3%	1.7%	1.4%	1.5%
PAWC	4.1%	4.2%	0.4%	3.2%	3.8%	2.5%
PWSA*	1.7%	2.5%	0.2%	0.2%	0.4%	0.2%
Other Class A:						
Audubon	0.0%	0.5%	0.0%	0.3%	1.1%	1.2%
Columbia Water	2.5%	2.5%	0.6%	1.3%	2.4%	2.7%
Community Utilities**	11.7%	6.0%	2.1%	0.9%	3.0%	3.5%
Newtown Artesian	0.5%	0.3%	0.0%	0.2%	0.1%	0.2%
Veolia Bethel	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Veolia PA	0.7%	1.0%	0.1%	0.6%	1.0%	1.2%
York	1.8%	1.4%	0.3%	0.8%	0.4%	0.3%
Industry Average	2.9%	2.9%	0.3%	2.2%	2.4%	1.8%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential termination rate for the water utilities decreased by -37.9% from 2018 to 2023. PAWC and PWSA showed the biggest decreases of the large water utilities with -39.0% and -88.2% respectively. Community Utilities and York showed the largest decreases for the Other Class A water utilities with -70.1% and -83.3% respectively. Columbia Water and Veolia PA were the only two water utilities to show an increase in the termination rate from 2018 to 2023 with 8.0% and 71.4% respectively.

The following tables show the *Confirmed Low-Income Termination Rates* for electric and gas utilities from 2004 and 2018-2023. The confirmed low-income termination rate is calculated by dividing the number of confirmed low-income terminations by the total number of confirmed low-income customers.

Table 74 – Confirmed Low-Income Termination Rate – Electric (shown as a percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	12.7%	15.4%	13.8%	0.0%	15.0%	19.2%	17.3%
Met-Ed	6.8%	18.3%	19.2%	0.0%	22.4%	24.6%	22.7%
PECO*	10.5%	16.1%	15.7%	0.0%	14.4%	18.8%	18.7%
Penelec	6.6%	13.9%	14.6%	0.0%	15.4%	15.8%	14.9%
Penn Power	5.8%	12.1%	13.0%	0.0%	7.7%	10.8%	13.8%
PPL	4.3%	14.5%	18.8%	0.0%	10.3%	10.8%	5.0%
West Penn	7.3%	10.6%	15.2%	0.0%	13.0%	17.0%	15.9%
Industry Average	8.2%	14.8%	13.8%	0.0%	13.7%	16.1%	13.9%

*PECO statistics include electric and gas.

The confirmed low-income termination rate for the electric industry increased overall by 69.5% from 2004 to 2023 but decreased by -6.1% from 2018 to 2023. Met-Ed and Penn Power showed the largest increases in confirmed low-income termination rates from 2004 to 2023 with 233.8% and 137.9%, respectively. From 2018 to 2023, Met-Ed and West Penn showed the largest increases with 24.0% and 50.0% respectively. PPL was the only electric utility to show a decrease in the confirmed low-income termination rate from 2018 to 2023 of -65.5%.

Table 75 – Confirmed Low-Income Termination Rate – Gas (shown as percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	6.4%	9.3%	9.0%	0.0%	8.0%	8.7%	8.3%
NFG	17.8%	12.1%	12.7%	0.0%	16.3%	13.9%	13.7%
Peoples*	6.6%	3.9%	3.3%	0.0%	5.5%	3.9%	10.5%
Peoples-Equitable*	12.2%	3.4%	4.8%	N/A	N/A	N/A	N/A
PGW	12.8%	11.8%	13.4%	0.0%	6.8%	8.3%	15.8%
UGI-Gas**	15.1%	1.7*	2.8%	0.0%	4.5%	5.7%	6.2%
UGI Penn Natural**	12.2%	2.3*	4.2%	N/A	N/A	N/A	N/A
Industry Average	11.0%	8.0%	8.6%	0.0%	6.7%	7.0%	11.0%

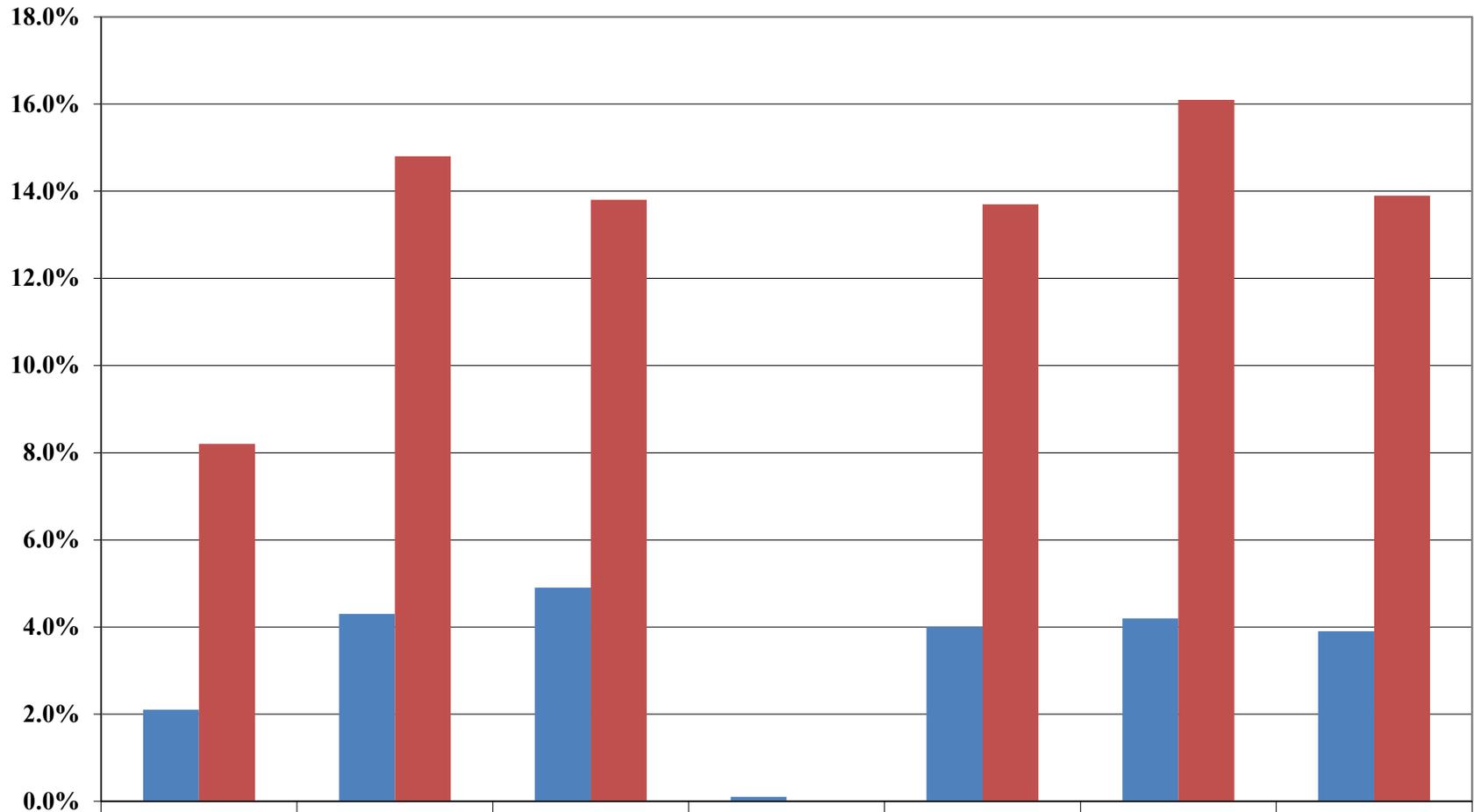
*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The confirmed low-income termination rate for the gas industry overall showed the same level as 2004 in 2023 but showed an increase of 37.5% from 2018 to 2023. Columbia and PGW showed the largest increases from 2004 to 2023 of 29.7% and 23.4% respectively. From 2018 to 2023, Columbia showed a -10.8% decrease while PGW showed an increase of 33.9%. NFG showed a decrease of -23.0% from 2004 to 2023 but an increase of 13.2% from 2018 to 2023. Taking into account the mergers, Peoples showed an increase in the confirmed low-income termination rate from 2004 to 2023 of 23.5% and an increase of 183.1% from 2018 to 2023. UGI showed a decrease of -54.1% from 2004 to 2023, but an increase in the confirmed low-income termination rate of 226.3% from 2018 to 2023.

The following graphs show the *Residential and Confirmed Low-Income Termination Rates* for the electric and gas industries. The water industry does not report confirmed low-income data. The graphs provide a visual perspective to better recognize the industry trends. The residential and confirmed low-income termination rate is calculated by dividing the number of residential and confirmed low-income terminations by the total number of residential and confirmed low-income customers, respectively. As a reminder, confirmed low-income data is a subset of the Residential data.

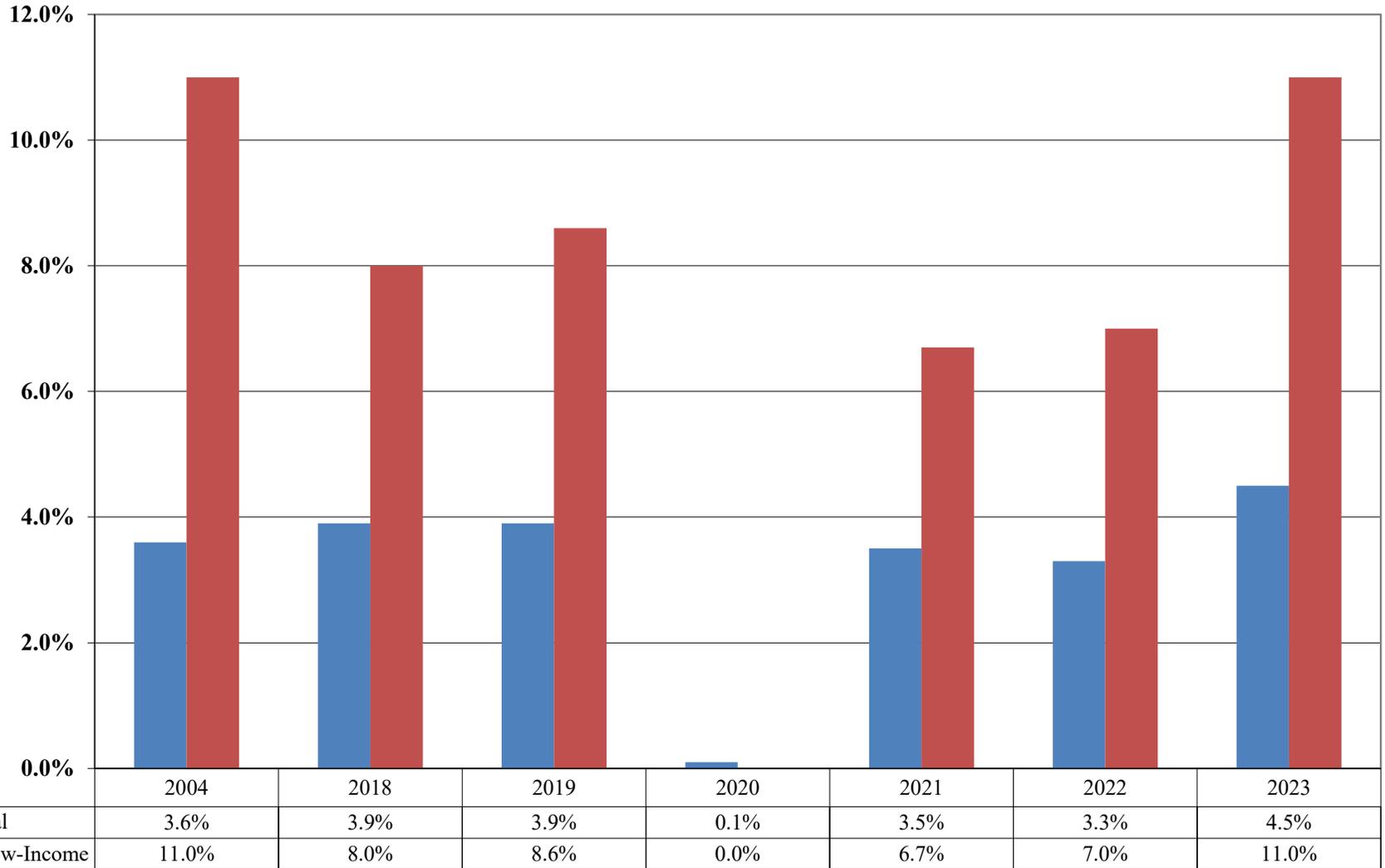
Termination Rates All Residential & Confirmed Low-Income - Electric



	2004	2018	2019	2020	2021	2022	2023
All Residential	2.1%	4.3%	4.9%	0.1%	4.0%	4.2%	3.9%
Confirmed Low-Income	8.2%	14.8%	13.8%	0.0%	13.7%	16.1%	13.9%

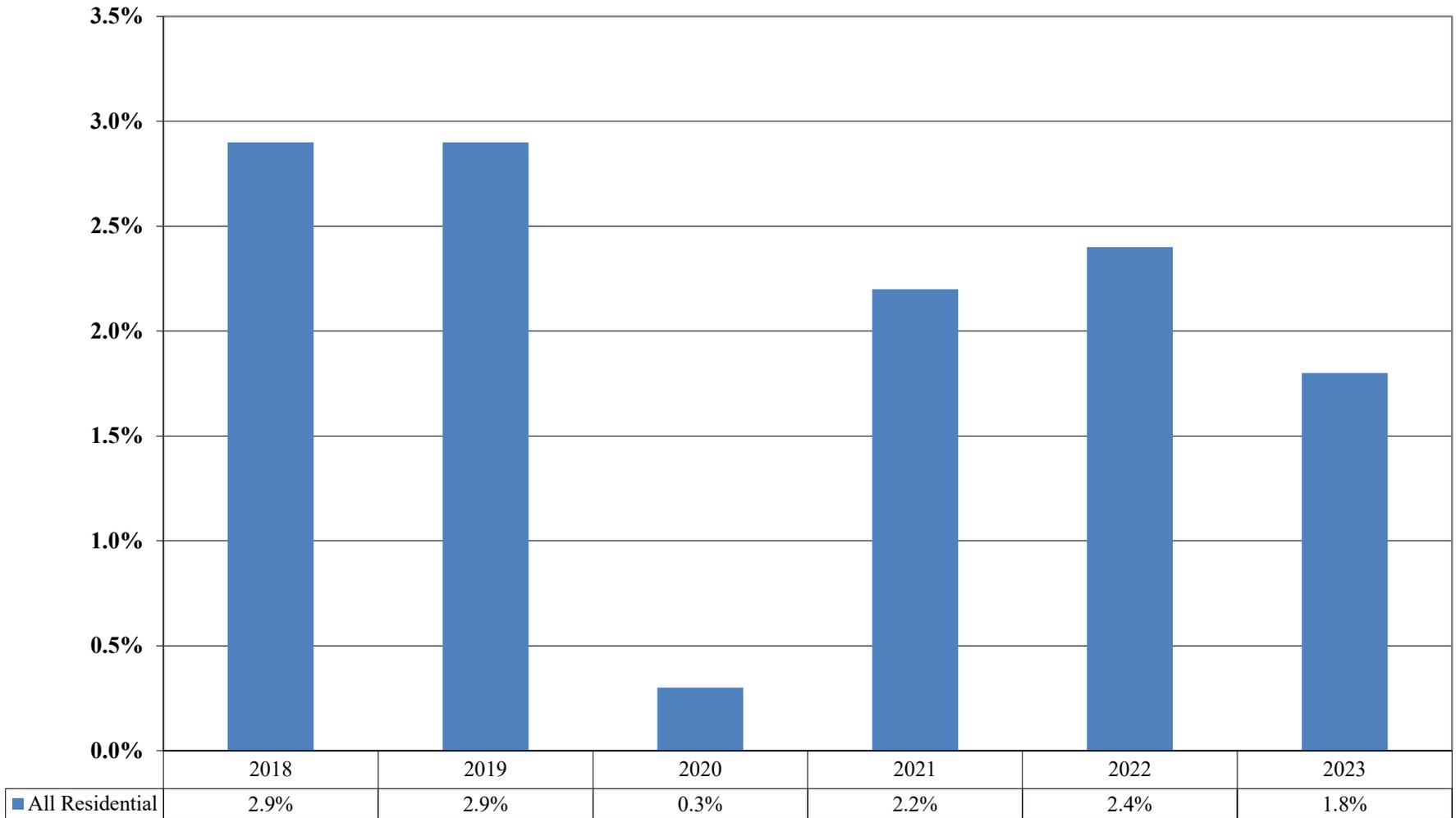
■ All Residential ■ Confirmed Low-Income

Termination Rates All Residential & Confirmed Low-Income - Gas



■ All Residential ■ Confirmed Low-Income

Termination Rates All Residential - Water*



■ All Residential

*The water industry does not report confirmed low-income data.

Reconnection of service occurs when a customer pays his/her debt in full or makes an up-front payment and agrees to a payment arrangement for the balance owed to the utility. Reconnection can also occur if the customer utilizes a medical certification. The following tables contain information on the total *Number of Residential Reconnections* for the electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023.

Table 76 – Residential Reconnections – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	6,182	19,522	21,468	0	24,848	23,976	19,328
Met-Ed	1,953	19,916	22,325	485	23,842	25,389	23,202
PECO*	35,469	71,705	78,866	1,181	66,909	62,113	75,441
Penelec	2,558	14,882	16,095	480	16,094	16,268	15,328
Penn Power	589	3,186	3,449	85	1,844	2,473	3,154
PPL	3,681	31,666	39,001	840	22,309	24,378	11,439
West Penn	6,084	10,104	15,308	536	12,882	17,148	16,138
Total	56,516	170,981	196,512	3,607	168,728	171,745	164,030

*PECO statistics include electric and gas.

Residential reconnections for the electric industry increased overall by 190.2% from 2004 to 2023 but decreased by -4.1% from 2018 to 2023. Met-Ed and Penelec showed the largest increases since 2004 with 1,088.0% and 499.2% respectively. PPL had the largest decrease in residential reconnections from 2018 to 2023 at -63.9%. West Penn had the largest increase from 2018 to 2023 at 59.7%.

Table 77 – Residential Reconnections – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	2,797	6,054	6,153	235	5,503	6,760	5,703
NFG	3,304	4,224	4,926	167	5,095	5,003	5,138
Peoples*	2,320	6,658	7,648	988	18,349	11,840	17,558
Peoples-Equitable*	1,964	6,055	6,598	N/A	N/A	N/A	N/A
PGW	24,937	17,657	20,986	1,256	10,567	9,716	24,000
UGI-Gas**	2,819	10,806	7,825	579	17,239	19,924	22,823
UGI Penn Natural**	3,131	5,539	4,839	N/A	N/A	N/A	N/A
Total	41,272	56,993	58,975	3,225	56,753	53,243	75,222

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Residential reconnections for the gas industry increased overall by 82.3% from 2004 to 2023 and by 32.0% from 2018 to 2023. Columbia and NFG showed the largest increases since 2004 with 103.9% and 55.5% respectively. PGW showed a decrease in residential reconnections from 2004 to 2023 of -3.8% but an increase of 35.9% from 2018 to 2023. Taking into account the mergers, Peoples and UGI showed increases from 2004 to 2023 of 309.9% and 283.6% respectively. Columbia was the only gas utility to show a decrease in residential reconnections from 2018 to 2023 of -5.8%.

Table 78 – Residential Reconnections – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	5,898	5,135	619	5,090	4,879	5,473
PAWC	20,974	17,561	1,760	14,239	16,663	10,668
PWSA*	1,261	2,015	117	257	151	80
Other Class A:						
Audubon	0	10	0	5	25	25
Columbia Water	167	183	46	118	228	277
Community Utilities**	103	102	51	15	55	75
Newtown Artesian	37	32	0	13	9	20
Veolia Bethel	0	0	0	0	0	0
Veolia PA	177	198	72	180	386	440
York	763	509	117	217	145	122
Total	29,380	25,745	2,782	20,134	22,541	17,180

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

Residential reconnections for the water utilities have decreased overall by -41.5% from 2018 to 2023. PAWC and PWSA had the biggest decreases of the three large water utilities of -49.1% and -93.7% respectively. Columbia Water and Veolia PA showed the largest increases in the residential reconnections of the Other Class A water utilities with 65.9% and 148.6% respectively. Newtown Artesian and York showed the largest decreases from 2018 to 2023 of -45.9% and -84.0% respectively.

The following tables contain information on the total *Number of Confirmed Low-Income Reconnections* for electric and gas utilities from 2004 and 2018-2023. As a reminder, the water utilities do not report confirmed low-income data. Reconnection of service occurs when a customer pays his/her debt in full or makes an up-front payment and agrees to a payment arrangement for the balance owed to the utility. Reconnection can also occur if the customer utilizes a medical certification.

Table 79 – Confirmed Low-Income Reconnections – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	3,151	5,875	5,499	0	6,042	8,213	7,554
Met-Ed	978	9,931	11,242	95	10,467	10,787	10,386
PECO*	14,457	24,464	23,399	136	22,143	28,451	30,380
Penelec	1,562	8,567	9,511	98	8,128	7,666	7,613
Penn Power	381	1,620	1,911	24	856	1,118	1,491
PPL	2,432	20,351	27,022	0	15,544	16,187	7,349
West Penn	1,071	5,056	8,165	104	5,913	7,245	7,255
Total	24,032	75,864	86,749	457	69,093	79,667	72,028

*PECO statistics include electric and gas.

Confirmed low-income reconnections for the electric industry increased overall by 199.7% from 2004 to 2023 but from 2018 to 2023, decreased by -5.1%. Met-Ed and West Penn showed the largest increases from 2004 to 2023 with 962.0% and 577.4% respectively. From 2018 to 2023, Penelec and PPL were the only two electric utilities to show decreases in the confirmed low-income reconnections with -11.1% and -63.9% respectively.

Table 80 – Confirmed Low-Income Reconnections – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	1,503	3,133	3,134	51	2,991	3,273	2,936
NFG	2,004	1,783	2,920	89	2,834	2,464	2,509
Peoples*	1,478	1,736	1,589	405	5,083	4,123	9,054
Peoples-Equitable*	1,123	1,090	1,560	N/A	N/A	N/A	N/A
PGW	13,391	13,404	15,549	701	5,913	7,401	16,403
UGI-Gas**	908	691	716	17	2,776	3,453	4,147
UGI Penn Natural**	1,796	548	716	N/A	N/A	N/A	N/A
Total	22,203	22,385	26,184	1,263	19,597	20,714	35,049

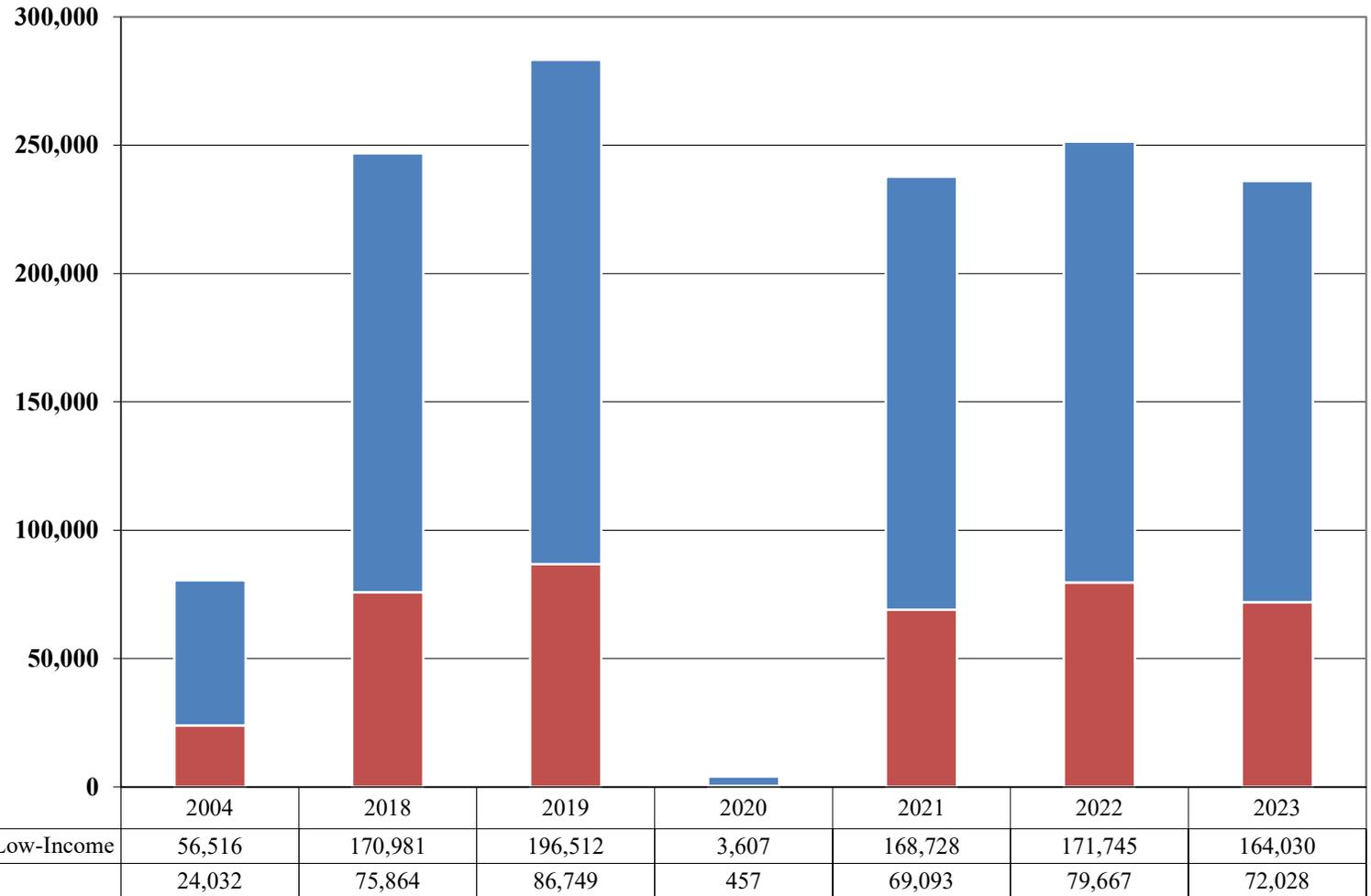
*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Confirmed low-income reconnections for the gas industry increased overall by 57.9% from 2004 to 2023 and by 56.6% from 2018 to 2023. Columbia showed the largest increase from 2004 to 2023 of 95.3% but showed a decrease from 2018 to 2023 of -6.3%. Taking into account the mergers, Peoples and UGI showed increases of 248.1% and 53.4% from 2004 to 2023 and increases of 220.4% and 234.7% from 2018 to 2023 respectively.

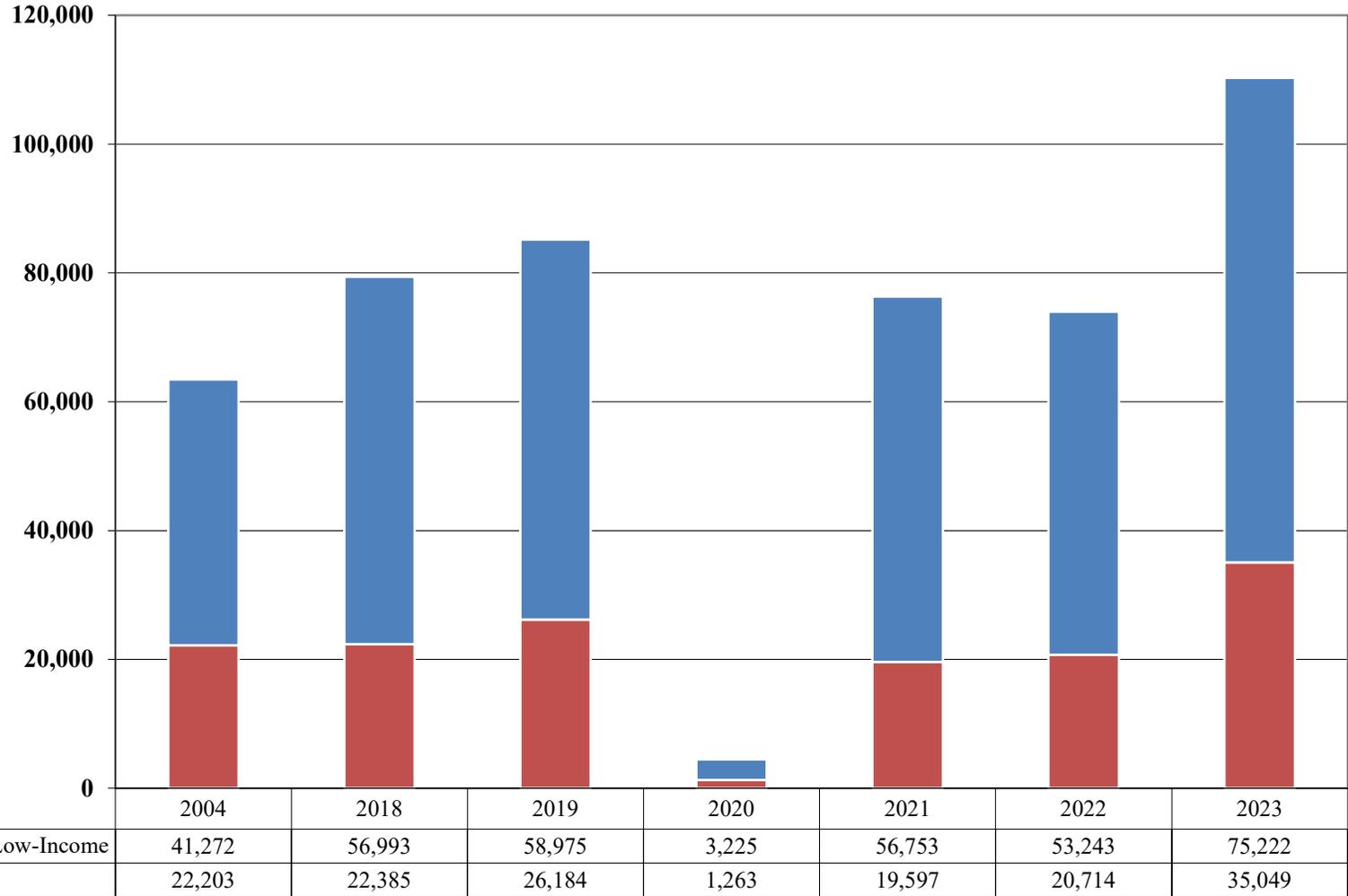
The following graphs show the *Residential and Confirmed Low-Income Reconnections* for the electric and gas industries. The water industry does not report confirmed low-income data. The graphs provide a visual perspective to better recognize the industry trends. Reconnection of service occurs when a customer pays his/her debt in full or makes an up-front payment and agrees to a payment arrangement for the balance owed to the utility. As a reminder, confirmed low-income data is a subset of the Residential data. From 2018 to 2023, the electric industry percentage of total reconnections that were attributed to confirmed low-income customers averaged 30.5%. The gas industry confirmed low-income reconnections averaged 29.1% of all residential reconnections.

Total Number of Reconnections - Electric (Residential + Confirmed Low-Income)

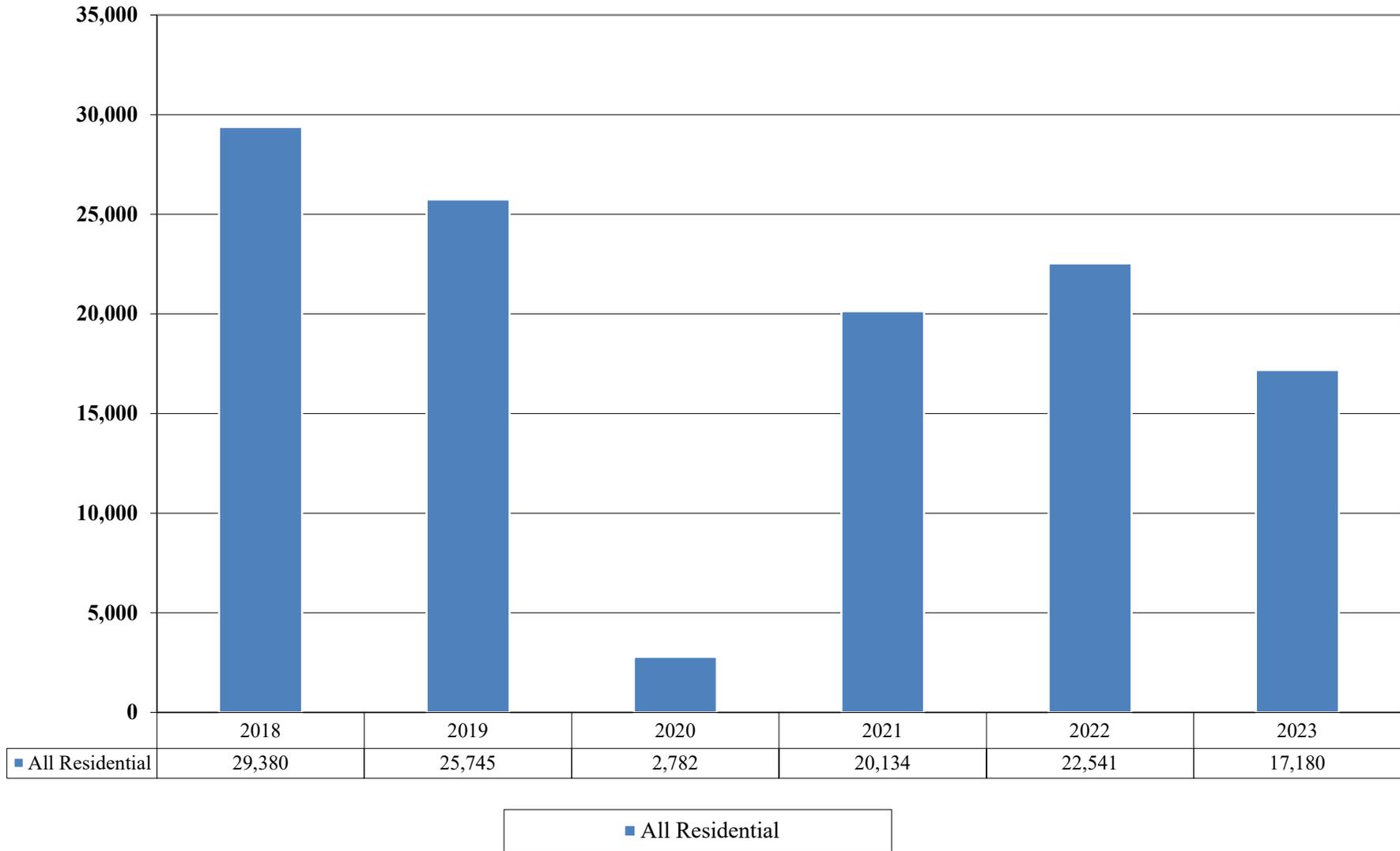


■ Confirmed Low-Income
 ■ Residential-Excluding Conf. Low-Income

Total Number of Reconnections - Gas (Residential + Confirmed Low-Income)



Total Number of Reconnections - Water* (All Residential)



*The water industry does not report confirmed low-income data.

The following tables show the *Residential Reconnection Ratios* of electric and gas utilities from 2004 and 2018-2023, and for water utilities from 2018-2023. The reconnect ratio is calculated by dividing the number of residential reconnections by the number of residential terminations in a calendar year.

Table 81 – Residential Reconnect Ratio – Electric (shown as a percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	57.8%	74.7%	77.5%	0.0%	80.3%	78.7%	77.9%
Met-Ed	43.3%	82.6%	85.6%	64.3%	88.5%	88.1%	87.0%
PECO*	64.4%	83.8%	84.8%	1458.0%	87.5%	82.1%	86.2%
Penelec	43.5%	74.6%	76.4%	63.2%	79.1%	79.4%	79.1%
Penn Power	40.7%	77.9%	80.3%	56.7%	76.3%	76.2%	78.7%
PPL	40.6%	68.5%	73.1%	55.9%	72.3%	69.2%	63.9%
West Penn	50.7%	74.4%	77.5%	67.3%	79.8%	81.6%	79.9%
Industry Average	57.3%	78.3%	80.2%	89.2%	82.7%	79.9%	81.8%

*PECO statistics include electric and gas.

The residential reconnect ratio for the electric industry increased overall by 42.8% from 2004 to 2023 and by 4.5% from 2018 to 2023. Met-Ed and Penn Power showed the largest increases from 2004 to 2023 of 100.9% and 93.4% respectively. PPL was the only electric utility to show a decrease from 2018 to 2023 of -6.7%.

Table 82 – Residential Reconnect Ratio – Gas (shown as a percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	37.1%	55.8%	57.1%	1,958.3%	56.4%	59.4%	54.6%
NFG	44.5%	65.5%	65.4%	0.0%	71.9%	72.9%	73.6%
Peoples*	38.3%	68.6%	68.0%	120.1%	77.3%	77.2%	81.8%
Peoples-Equitable*	28.0%	70.2%	69.9%	N/A	N/A	N/A	N/A
PGW	84.0%	69.0%	72.3%	0.0%	67.4%	67.4%	69.2%
UGI-Gas**	31.6%	67.9%	73.4%	162.6%	74.9%	74.1%	73.5%
UGI Penn Natural**	60.6%	67.2%	72.8%	N/A	N/A	N/A	N/A
Industry Average	57.5%	66.8%	69.1%	270.8%	71.6%	71.1%	71.9%

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

As mentioned previously in the report, the COVID-19 pandemic impacted 2020 numbers for both terminations and reconnections. The 2020 Reconnection Rate for Columbia is especially high due to the utility terminating only 12 customers but reconnecting 235 customers.

The residential reconnect ratio for the gas industry increased overall by 25.0% from 2004 to 2023 and by 7.6%. Columbia and NFG showed the largest increases from 2004 to 2023 of 47.2% and 65.4% respectively, but Columbia showed a decrease of -2.2% from 2018 to 2023, while NFG showed an increase of 12.4%. PGW was the only gas utility to show a decrease in the residential reconnect ratio from 2004 to 2023 of -17.6%. Taking into account the merger, Peoples and UGI showed increases of 149.7% and 73.9% from 2004 to 2023 respectively.

Table 83 – Residential Reconnect Ratio – Water (shown as a percentage)

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	79.5%	72.1%	49.3%	72.0%	87.4%	88.3%
PAWC	84.9%	68.8%	74.1%	70.0%	69.1%	65.2%
PWSA*	77.7%	82.7%	56.8%	145.2%	34.3%	37.2%
Other Class A:						
Audubon	0.0%	76.9%	0.0%	71.4%	86.2%	80.6%
Columbia Water	69.3%	76.3%	78.0%	89.4%	86.4%	89.4%
Community Utilities**	33.7%	64.6%	92.7%	60.0%	68.8%	79.8%
Newtown Artesian	86.1%	97.0%	0.0%	72.2%	64.3%	100.0%
Veolia Bethel	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Veolia PA	47.6%	37.1%	87.8%	49.1%	67.7%	62.9%
York	68.1%	57.6%	65.4%	43.8%	53.9%	62.2%
Industry Average	82.0%	69.7%	66.1%	70.3%	71.9%	71.2%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The residential reconnect ratio for the water utilities decreased overall by -13.2% from 2018 to 2023. PAWC and PWSA had the biggest decreases of the three large water utilities with -23.2% and -52.1%. Community Utilities and Veolia PA showed the largest increases in the residential reconnect rate from 2018 to 2023 at 136.8% and 32.1% respectively.

The following tables show the *Confirmed Low-Income Reconnect Ratios* of electric and gas utilities from 2004 and 2018-2023. The confirmed low-income reconnect ratio is calculated by dividing the number of confirmed low-income reconnections by the number of confirmed low-income terminations in a calendar year.

Table 84 – Confirmed Low-Income Reconnect Ratio – Electric (shown as a percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	76.7%	77.3%	82.1%	0.0%	83.9%	83.7%	82.3%
Met-Ed	45.9%	75.0%	79.7%	0.0%	80.5%	75.3%	75.1%
PECO*	66.1%	88.5%	90.6%	0.0%	91.4%	87.0%	88.5%
Penelec	47.2%	68.2%	71.3%	0.0%	72.5%	66.5%	67.5%
Penn Power	44.5%	66.6%	72.5%	0.0%	68.6%	63.2%	64.7%
PPL	48.5%	74.2%	75.8%	0.0%	77.0%	75.0%	71.0%
West Penn	48.8%	66.3%	72.2%	0.0%	72.3%	67.6%	68.0%
Industry Average	60.9%	77.0%	79.2%	0.0%	81.1%	77.8%	78.3%

*PECO statistics include electric and gas.

The confirmed low-income reconnect ratio for the electric industry increased overall by 28.6% from 2004 to 2023 and by 1.7% from 2018 to 2023. Met-Ed and PPL showed the largest increases from 2004 to 2023 with 63.6% and 46.4%, respectively. Duquesne had the smallest increase from 2004 to 2023 with 7.3%. Penn Power and PPL had the largest decreases in the confirmed low-income reconnect ratio from 2018 to 2023 with -2.9% and -4.3% respectively. Duquesne had the largest increase from 2018 to 2023 with 6.5%.

Table 85 – Confirmed Low-Income Reconnect Ratio – Gas (shown as a percentage)

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	33.7%	49.6%	51.7%	0.0%	54.6%	53.4%	49.1%
NFG	46.0%	48.1%	71.1%	0.0%	77.3%	75.6%	76.8%
Peoples*	37.6%	73.4%	71.4%	0.0%	85.1%	96.9%	76.6%
Peoples-Equitable*	28.5%	71.4%	77.9%	N/A	N/A	N/A	N/A
PGW	68.2%	76.3%	78.8%	0.0%	79.0%	77.5%	80.6%
UGI-Gas**	29.3%	116.5%	66.3%	0.0%	78.1%	71.8%	74.7%
UGI Penn Natural**	58.5%	106.8%	68.9%	N/A	N/A	N/A	N/A
Industry Average	52.3%	68.7%	72.2%	0.0%	74.9%	74.0%	74.7%

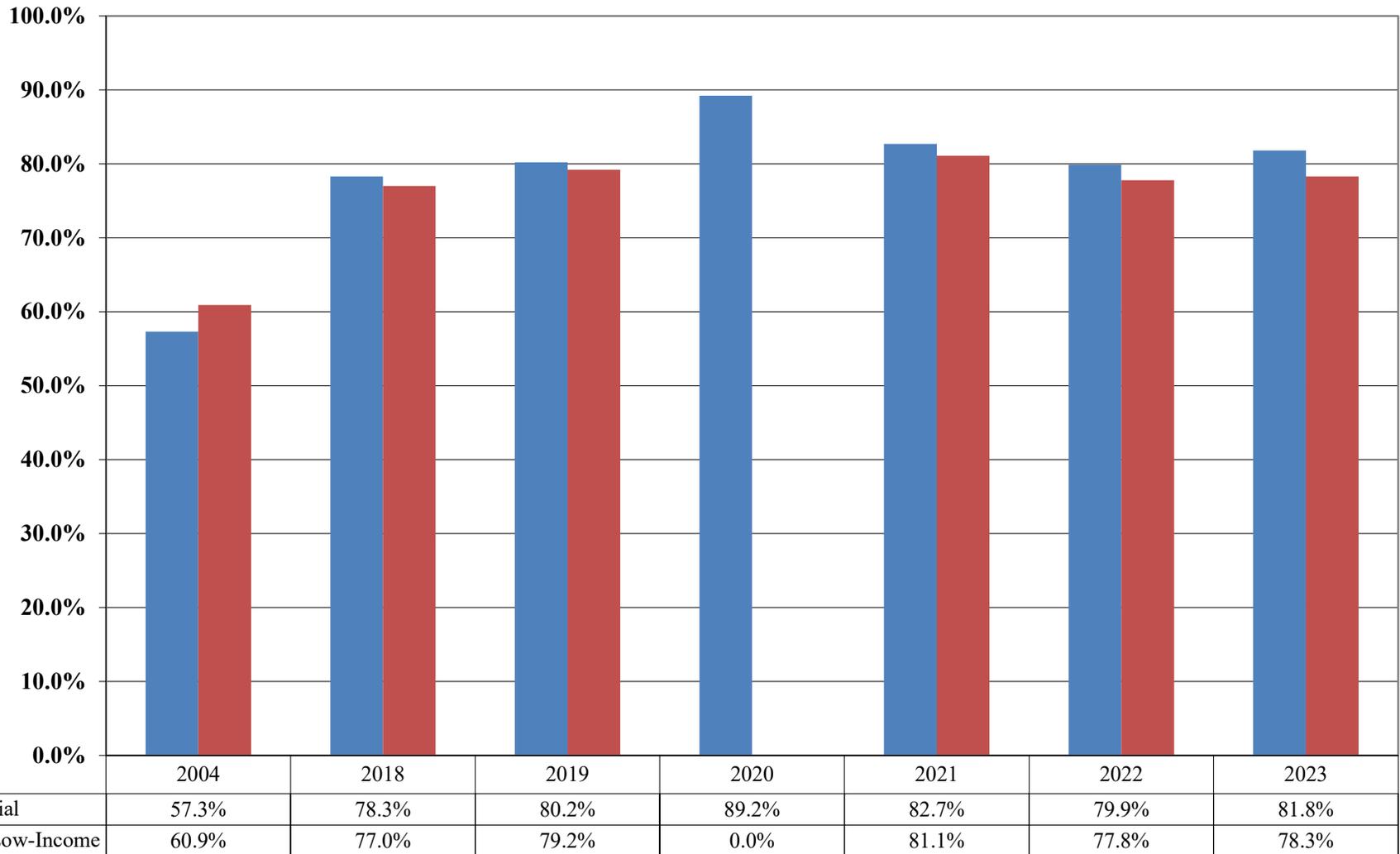
*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The confirmed low-income reconnection ratio for the gas industry increased overall by 42.8% from 2004 to 2023 and by 8.7% from 2018 to 2023. Columbia and NFG showed the largest increases from 2004 to 2023 of 45.7% and 67.0% respectively. From 2018 to 2023, Columbia decreased by -1.0% while NFG increased by 59.7%. Taking into account the mergers, Peoples and UGI showed increases in the confirmed low-income reconnect ratio of 131.7% and 70.3% from 2004 to 2023 respectively. From 2018 to 2023, Peoples showed an increase of 5.5% while UGI showed a decrease of -33.3%.

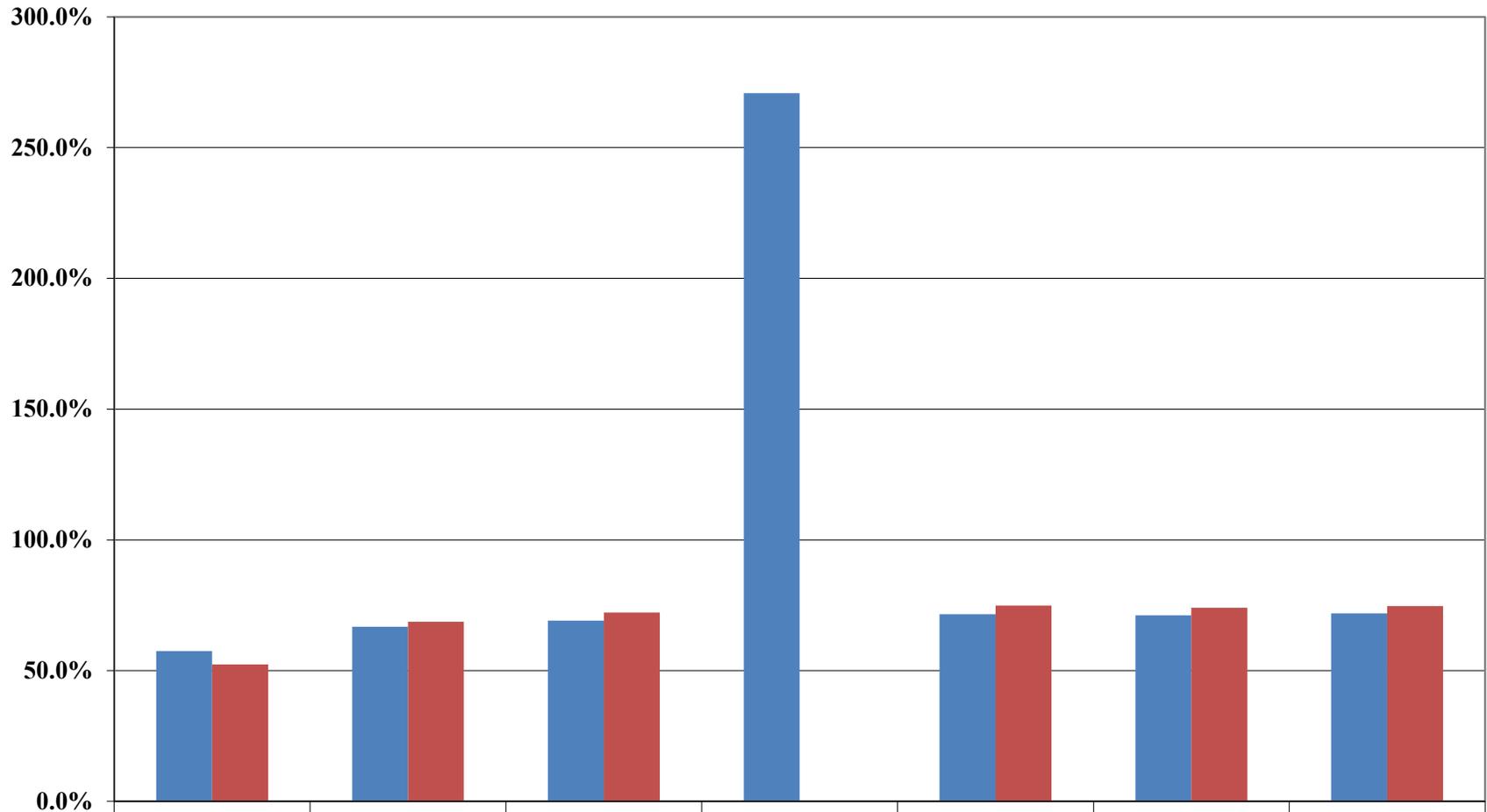
The following graphs show the *Residential and Confirmed Low-Income Reconnect Ratios* for the electric, gas and water industries. The water industry does not report confirmed low-income data. The graphs provide a visual perspective to better recognize the industry trends. The reconnect ratio is calculated by dividing the number of residential reconnections by the number of residential terminations in a calendar year. The confirmed low-income reconnect ratio is calculated by dividing the number of confirmed low-income reconnections by the number of confirmed low-income terminations in a calendar year. As a reminder, confirmed low-income data is a subset of residential data. From 2018 to 2023, the electric industry termination rate for confirmed low-income customers averaged more than 3.4 times the residential termination rate, while the gas industry confirmed low-income termination rate averaged more than 2.2 times the residential termination rate.

Residential Reconnection Ratio All Residential & Confirmed Low-Income - Electric



■ All Residential ■ Confirmed Low-Income

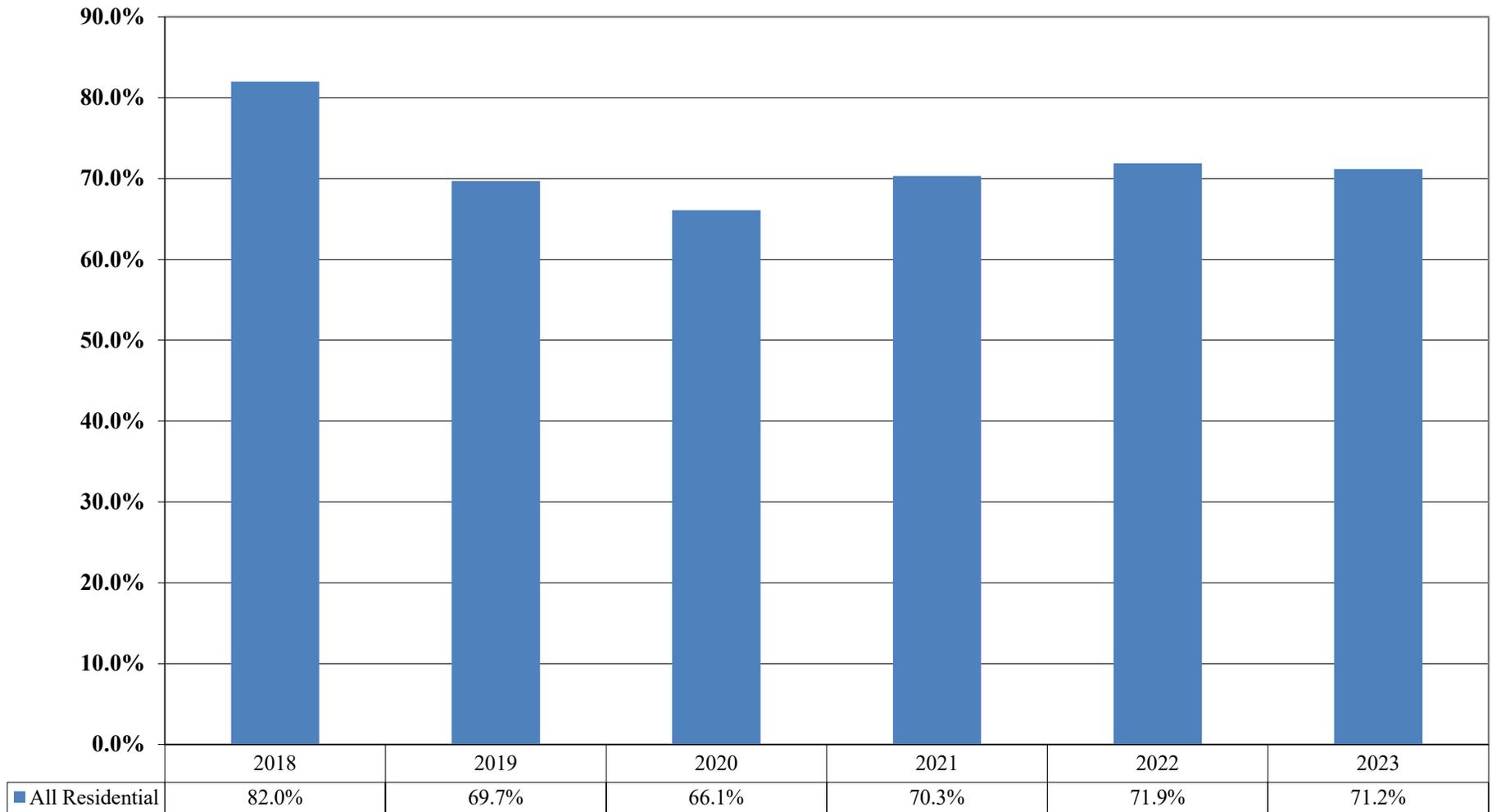
Residential Reconnection Ratio All Residential & Confirmed Low-Income - Gas



	2004	2018	2019	2020	2021	2022	2023
■ All Residential	57.5%	66.8%	69.1%	270.8%	71.6%	71.1%	71.9%
■ Confirmed Low-Income	52.3%	68.7%	72.2%	0.0%	74.9%	74.0%	74.7%

■ All Residential ■ Confirmed Low-Income

Residential Reconnection Ratio All Residential & Confirmed Low-Income - Water*



■ All Residential

*The water industry does not report confirmed low-income data.

The following tables show the *Number of Medical Certificates Submitted* and the *Number of Medical Certificates Accepted* of electric, gas and water utilities for each calendar year from 2015-2023. Per 52 Pa. Code § 56.111, a public utility may not terminate service, or refuse to restore service, to a premises when a licensed physician, physician assistant, or nurse practitioner has certified by letter to the utility that the customer or an applicant seeking restoration of service under § 56.191 (relating to payment and timing) or a member of the customer’s or applicant’s household is seriously ill or afflicted with a medical condition that will be aggravated by cessation of service.

Table 86 – Number of Medical Certificates Submitted and Accepted – Electric

Utility	Utility	2015	2016	2017	2018	2019	2020	2021	2022	2023
Duquesne	Submitted	3,081	3,282	4,188	5,840	4,870	255	1,863	5,660	5,676
	Accepted	3,036	3,248	4,090	5,441	4,591	245	1,683	5,576	5,639
Met-Ed	Submitted	6,366	6,479	5,458	4,473	4,498	207	2,061	3,356	3,660
	Accepted	5,432	5,204	4,389	3,477	3,624	191	1,563	3,248	3,462
PECO*	Submitted	38,839	25,582	37,774	38,573	37,724	981	3,068	20,498	22,687
	Accepted	30,043	22,013	29,759	32,021	27,772	760	2,220	15,039	15,078
Penelec	Submitted	6,350	6,881	6,029	5,002	5,297	178	2,314	3,602	4,068
	Accepted	5,367	5,386	4,782	3,898	4,233	155	1,664	3,484	3,790
Penn Power	Submitted	1,214	1,444	1,214	990	1,080	47	413	765	1,054
	Accepted	1,008	1,147	952	756	868	40	298	748	954
PPL	Submitted	11,454	8,649	7,967	7,246	6,595	251	2,175	5,109	5,001
	Accepted	11,075	6,728	6,865	6,337	5,951	222	1,777	4,419	3,927
West Penn	Submitted	4,126	4,395	4,577	4,212	5,056	172	1,814	3,345	3,386
	Accepted	3,525	3,534	3,676	3,330	4,142	142	1,410	3,226	3,375
Total	Submitted	71,430	56,712	67,207	66,336	65,120	2,091	13,708	42,335	45,532
	Accepted	59,486	47,260	54,513	55,260	51,181	1,755	10,615	35,740	36,225

*PECO statistics include electric and gas.

The number of medical certificates submitted to the electric industry decreased overall by -36.3% from 2015 to 2023 and decreased by -31.4% from 2018 to 2023. The number of medical certificates accepted by the electric industry decreased by -39.1% from 2015 to 2023 and by -34.4% from 2018 to 2023. Duquesne was the only electric utility from 2015 to 2023 to show increases in the numbers of medical certificates submitted and the number of medical certificates accepted of 84.2% and 85.7%, respectively.

Table 87 – Number of Medical Certificates Submitted and Accepted – Gas

Utility	Utility	2015	2016	2017	2018	2019	2020	2021	2022	2023
Columbia Gas	Submitted	735	904	1,177	1,326	1,348	36	820	1,412	1,781
	Accepted	600	734	935	1,264	1,210	21	658	1,126	1,421
NFG	Submitted	999	324	971	962	1,049	57	290	568	680
	Accepted	946	295	929	912	980	56	275	544	646
Peoples/Peoples-Equitable*	Submitted	2,751	2,985	5,412	5,164	5,521	45	1,954	2,881	3,290
	Accepted	1,503	1,612	2,228	2,190	2,537	40	937	1,493	1,868
PGW	Submitted	13,513	12,209	14,908	13,467	12,670	47	3,331	5,613	9,894
	Accepted	13,393	11,712	14,513	12,950	12,257	15	3,025	5,106	8,686
UGI-Gas**	Submitted	729	845	639	1,018	1,306	226	761	2,015	2,887
	Accepted	729	845	639	1,018	1,306	226	761	2,015	2,887
UGI Penn Natural**	Submitted	549	504	357	582	816	N/A	N/A	N/A	N/A
	Accepted	549	504	357	582	816	N/A	N/A	N/A	N/A
Total	Submitted	19,276	17,771	23,464	22,519	22,710	411	7,156	12,489	18,532
	Accepted	17,720	15,702	19,601	18,916	19,106	358	5,656	10,284	15,508

*Peoples and Peoples-Equitable have always reported combined data for this reporting requirement.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The number of medical certificates submitted to the gas industry decreased overall by -3.9% from 2015 to 2023 and by -17.7% from 2018 to 2023. The number of medical certificates accepted by the gas utilities decreased by -12.5% from 2015 to 2023 and decreased by -18.0% from 2018 to 2023.

Table 88 – Number of Medical Certificates Submitted and Accepted – Water

Utility	Utility	2015	2016	2017	2018	2019	2020	2021	2022	2023
Large Water:										
Aqua	Submitted	862	754	577	609	313	138	205	526	637
	Accepted	774	642	528	528	206	107	167	420	503
PAWC	Submitted	1,318	1,474	1,684	3,165	3,458	443	1,124	2,344	2,959
	Accepted	1,110	651	1,279	1,951	1,988	260	625	1,403	2,316
PWSA*	Submitted	N/A	N/A	N/A	243	294	0	32	31	48
	Accepted	N/A	N/A	N/A	214	247	0	32	15	34
Other Class A:										
Audubon	Submitted	0	0	0	0	0	0	0	0	0
	Accepted	0	0	0	0	0	0	0	0	0
Columbia Water	Submitted	1	0	2	0	1	0	3	3	3
	Accepted	1	0	2	0	1	0	3	3	3
Community Utilities**	Submitted	N/A	N/A	N/A	N/A	0	0	0	2	2
	Accepted	N/A	N/A	N/A	N/A	0	0	0	2	2
Newtown Artesian	Submitted	0	0	0	0	0	0	0	0	0
	Accepted	0	0	0	0	0	0	0	0	0
Veolia Bethel	Submitted	0	0	0	0	0	0	0	0	0
	Accepted	0	0	0	0	0	0	0	0	0
Veolia PA	Submitted	12	13	15	11	7	6	10	23	14
	Accepted	12	13	15	11	7	6	10	23	14
York	Submitted	67	64	89	91	119	20	38	41	69
	Accepted	67	61	89	89	108	18	35	39	58
Total	Submitted	2,260	2,305	2,367	4,119	4,192	607	1,412	2,970	3,732
	Accepted	1,964	1,367	1,913	2,793	2,557	391	872	1,905	2,930

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The number of medical certificates submitted to the water industry increased overall by 65.1% from 2015 to 2023 but decreased by -9.4% from 2018 to 2023. The number of medical certificates accepted by the water industry increased overall by 49.2% from 2015 to 2023 and increased 4.9% from 2018 to 2023.

The following table shows the *Residential Reconnections Due to a Medical Certification* and the *Percent of Reconnections from Medical Certifications* for the electric, gas and water industries from 2015-2023. Per 52 Pa. Code § 56.111, a public utility may not refuse to restore service to a premises when a licensed physician, physician assistant, or nurse practitioner has certified by letter to the utility that the customer or an applicant seeking restoration of service under § 56.191 (relating to payment and timing) or a member of the customer’s or applicant’s household is seriously ill or afflicted with a medical condition that will be aggravated by cessation of service. Note: an applicant can use a medical certificate but may also have to pay an amount determined by the utility to have service restored.

Table 89 – Reconnections Due to Medical Certification – Electric

Utility	2015	2016	2017	2018	2019	2020	2021	2022	2023
Reconnections Due to Medical Certification									
Duquesne	967	906	550	699	769	0	743	1,264	922
Met-Ed	1,972	1,661	1,418	1,020	751	3	364	693	791
PECO*	10,121	6,855	9,585	9,908	8,745	6	1,559	6,485	6,548
Penelec	1,581	1,468	1,250	871	764	5	293	612	676
Penn Power	479	313	236	156	188	0	45	125	160
PPL	129	123	53	27	38	2	28	21	25
West Penn	879	923	774	675	709	5	200	548	587
Total	16,128	12,249	13,866	13,356	11,964	21	3,232	9,748	9,709
Percent of Reconnections from Medical Certification									
Duquesne	9.1%	10.4%	3.7%	3.6%	3.6%	0.0%	3.0%	5.3%	4.8%
Met-Ed	9.6%	8.0%	7.3%	5.1%	3.4%	0.6%	1.5%	2.7%	3.4%
PECO*	15.1%	9.8%	12.9%	13.8%	11.1%	0.5%	2.3%	10.4%	8.7%
Penelec	9.6%	8.7%	7.9%	5.9%	4.7%	1.0%	1.8%	3.8%	4.4%
Penn Power	9.8%	7.5%	6.9%	4.9%	5.5%	0.0%	2.4%	5.1%	5.1%
PPL	0.3%	0.4%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%
West Penn	9.0%	7.9%	7.2%	6.7%	4.6%	0.9%	1.6%	3.2%	3.6%
Average	9.6%	7.5%	8.1%	7.8%	6.1%	0.6%	1.9%	5.7%	5.9%

*PECO data includes electric and gas.

The number of residential reconnections due to medical certificates for the electric industry decreased overall by -39.8% from 2015 to 2023 and by -27.3% from 2018 to 2023. In 2023, reconnections from medical certificates represented 5.9% of all reconnections.

Table 90 – Reconnections Due to Medical Certification – Gas

Utility	2015	2016	2017	2018	2019	2020	2021	2022	2023
Reconnections Due to Medical Certification									
Columbia Gas	119	89	77	115	97	0	54	122	116
NFG	175	57	357	404	534	9	60	162	154
Peoples*	175	171	252	264	318	7	484	615	686
Peoples-Equitable*	77	156	228	274	333	N/A	N/A	N/A	N/A
PGW	2,656	2,281	2,387	1,951	2,206	3	791	1,361	2,026
UGI-Gas**	242	342	196	328	405	3	423	807	1,165
UGI Penn Natural**	183	205	105	187	257	N/A	N/A	N/A	N/A
Total	3,627	3,301	3,602	3,523	4,150	22	1,812	3,067	4,147
Percent of Reconnections from Medical Certification									
Columbia Gas	1.7%	1.7%	1.3%	1.9%	1.6%	0.0%	1.0%	1.8%	2.0%
NFG	2.9%	6.2%	7.8%	9.6%	10.8%	5.4%	1.2%	3.2%	3.0%
Peoples*	3.1%	3.4%	4.3%	4.0%	4.2%	0.7%	2.6%	5.2%	3.9%
Peoples-Equitable*	3.3%	3.9%	4.4%	4.5%	5.0%	N/A	N/A	N/A	N/A
PGW	13.5%	13.6%	13.0%	11.0%	10.5%	0.2%	7.5%	14.0%	8.4%
UGI-Gas**	4.4%	4.5%	4.1%	3.0%	5.2%	0.5%	2.5%	4.1%	5.1%
UGI Penn Natural**	4.3%	4.7%	3.8%	3.4%	5.3%	N/A	N/A	N/A	N/A
Average	7.2%	7.5%	7.6%	6.2%	7.0%	0.7%	3.2%	5.8%	5.5%

*Peoples data includes Peoples-Equitable, even though Peoples-Equitable reported its data separately prior to the merger on Jan. 1, 2020.

**UGI-Gas data includes UGI Penn Natural, even though UGI Penn Natural reported its data separately prior to the merger on Jan. 1, 2020.

The number of residential reconnections due to medical certificates for the gas industry increased overall by 14.3% from 2015 to 2023 and by 17.7% from 2018 to 2023. In 2023, reconnections from medical certificates represented 5.5% of all reconnections.

Table 91 – Reconnections Due to Medical Certification – Water

Utility	2015	2016	2017	2018	2019	2020	2021	2022	2023
Reconnections Due to Medical Certification									
Large Water:									
Aqua	225	177	349	309	164	19	52	275	245
PAWC	558	485	570	668	534	42	191	333	222
PWSA*	N/A	N/A	N/A	142	247	0	1	0	2
Other Class A:									
Audubon	0	0	0	0	0	0	0	0	0
Columbia Water	0	0	0	0	0	0	0	0	0
Community Utilities**	N/A	N/A	N/A	0	0	0	0	0	0
Newtown Artesian	0	0	0	0	0	0	0	0	0
Veolia Bethel	0	0	0	0	0	0	0	0	0
Veolia PA	7	13	14	11	7	6	10	20	14
York	14	14	14	13	16	1	1	1	3
Total	804	689	947	1,143	968	68	255	629	486
Percent of Reconnections from Medical Certification									
Aqua	6.4%	3.6%	7.4%	5.2%	3.2%	3.1%	1.0%	5.6%	4.5%
PAWC	3.3%	3.1%	3.0%	3.2%	3.0%	2.4%	1.3%	2.0%	2.1%
PWSA*	N/A	N/A	N/A	11.3%	12.3%	0.0%	0.4%	0.0%	2.5%
Other Class A:									
Audubon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Columbia Water	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Community Utilities**	N/A	N/A	N/A	N/A	0.0%	0.0%	0.0%	0.0%	0.0%
Newtown Artesian	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Veolia Bethel	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Veolia PA	2.5%	2.8%	0.0%	6.2%	3.5%	8.3%	5.6%	5.2%	3.2%
York	2.0%	1.7%	2.4%	1.7%	3.1%	0.9%	0.5%	0.7%	2.5%
Total/Average	3.7%	3.1%	3.8%	3.9%	3.8%	2.4%	1.3%	2.8%	2.8%

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

The number of residential reconnections due to medical certificates for the water industry decreased overall by -39.6% from 2015 to 2023 and by -57.5% from 2018 to 2023. In 2023, reconnections from medical certificates represented 2.8% of all reconnections.

The tables below show the *Security Deposit* data for the electric and gas industries and represent both a year-end snapshot as of December 31 and the 12-month totals for the deposit numbers and dollars for applicants and customers for 2018-2023. The average deposit on hand is calculated by dividing the total deposit dollars by the total number of deposits. The water utilities are not presented in this metric because Columbia Water is the only water utility that charges security deposits. As mentioned earlier in this report, the 2014 reauthorization of Chapter 14 included an exemption from security deposit requirements for applicants or customers confirmed to be low-income or eligible for a CAP.

Table 92 – Security Deposits – Electric

	2018	2019	2020	2021	2022	2023
Electric 12-Month Totals – Applicants						
Total Number of Applicant Deposits	217,480	211,224	153,150	110,927	124,709	133,474
Total Dollars of Applicant Deposits	\$41,363,018	\$40,299,730	\$27,238,773	\$20,372,509	\$25,022,112	\$30,315,903
Average Deposit per Applicant	\$190.19	\$190.79	\$177.86	\$183.66	\$200.64	\$227.13
Electric 12-Month Totals – Customers						
Total Number of Customer Deposits	103,926	102,099	27,901	47,817	90,575	85,375
Total Dollars of Customer Deposits	\$21,216,052	\$22,303,542	\$6,227,911	\$11,268,817	\$20,451,179	\$21,264,089
Average Deposit per Customer	\$204.15	\$218.45	\$223.21	\$235.67	\$225.79	\$249.07
Electric Snapshots as of Dec. 31st (includes carryover amounts from previous years)						
Number of Security Deposits on Hand	404,620	415,028	350,501	308,183	337,006	356,987
Dollars on Hand	\$87,167,003	\$92,652,845	\$77,048,882	\$67,152,128	\$76,334,055	\$86,535,517
Average Deposit on Hand	\$215.43	\$223.24	\$219.82	\$217.90	\$226.51	\$242.41

The number of security deposits on hand for the electric industry decreased overall by -11.8% from 2018 to 2023, while the dollars on hand decreased by -0.7%. However, the average deposit on hand amount increased by 12.5% from 2018 to 2023. The 12-month number of applicant and customer deposits decreased by -38.6% and -17.9% respectively. The 12-month dollar amounts for applicants decreased by -26.7% from 2018 to 2023, while the 12-month dollar amounts for customers increased 0.2%. The average deposit per applicant and per customer increased by 19.4% and 22.0% respectively.

Table 93 – Security Deposits – Gas

	2018	2019	2020	2021	2022	2023
Gas 12-Month Totals – Applicants						
Total Number of Applicant Deposits	74,029	65,714	48,146	60,618	63,675	66,852
Total Dollars of Applicant Deposits	\$11,587,607	\$11,349,687	\$7,457,258	\$10,335,676	\$13,131,973	\$15,565,994
Average Deposit per Applicant	\$156.53	\$172.71	\$154.89	\$170.51	\$206.23	\$232.84
Gas 12-Month Totals – Customers						
Total Number of Customer Deposits	5,595	21,027	770	5,160	12,187	5,770
Total Dollars of Customer Deposits	\$1,030,092	\$3,223,920	\$125,750	\$1,033,240	\$2,305,283	\$1,197,953
Average Deposit per Customer	\$184.11	\$153.32	\$163.31	\$200.24	\$189.16	\$207.62
Gas Snapshots as of Dec. 31st (includes carryover amounts from previous years)						
Number of Security Deposits on Hand	66,691	73,607	88,143	82,669	89,835	87,000
Dollars on Hand	\$10,122,476	\$10,114,249	\$13,129,724	\$12,516,021	\$16,029,179	\$14,704,614
Average Deposit on Hand	\$151.78	\$137.41	\$148.96	\$151.40	\$178.43	\$169.02

The number of security deposits on hand for the gas industry increased overall by 30.5% from 2018 to 2023, while the dollars on hand increased by 45.3%. The average deposit on hand amount increased by 11.4% from 2018 to 2023. The 12-month number of applicant deposits decreased by -9.7%, while the 12-month number of customer deposits increased by 3.1%. The 12-month dollar amounts for applicants and customers from 2018 to 2023 increased by 34.3% and 16.3% respectively. The average deposit per applicant and per customer increased by 48.8% and 12.8% respectively.

Cold Weather Survey (CWS)

Every December, the Commission releases its CWS results, which assess the number of households without heat-related service entering the winter months. As part of the survey, the Commission requires electric, natural gas, and Class A water utilities under its jurisdiction to survey residential properties where service has been terminated during that calendar year. Utilities must attempt contact through telephone calls, emails, texts, letters and in-person visits to the homes.

In the pre-Chapter 14 period of 2001-2004, an average of 14,806 households entered the winter heating season without heat-related utility service, according to the initial CWS reporting from major utilities. This number peaked in 2014 at a record high 25,172 households. In 2023, 20,820 households entered the winter season without heat-related utility service.

Homes using alternative heating sources are also counted because the home is not relying on a central heating system and customers may be using an alternative heat source. According to the National Fire Protection Association, examples of potentially unsafe heating sources include kerosene heaters, kitchen stoves or ovens, electric space heaters, fireplaces and connecting extension cords to neighbors' homes. According to the 2023 survey, 1,113 residences were using alternative and potentially unsafe heating sources.

The 2023 initial survey results also show that as of Dec. 15, 2023:

- ❑ 6,457 residential households were without electric service, with 156 of those households heating with alternative heating sources.
- ❑ 14,271 residential households that heat with natural gas were without service, with 941 of those households heating with alternative heating sources.
- ❑ 92 residential households that heat with water supplied by the large water utilities were without service, with two of those households heating with alternative heating sources.
- ❑ A total of 12,200 or 58% of the electric and gas properties without service were located in the Philadelphia area (customers of PECO and PGW).

The Commission urges customers to contact their utility first before calling the Commission for help in getting their service restored.

The [CWS table](#) that follows shows the residential properties without service for each of the major, regulated electric distribution, natural gas distribution, and large water utilities in the Commonwealth. The tables below show the final results of all three parts of the CWS: the initial survey, the December survey and the update to the initial survey (final survey) for 2021-2023. The CWS survey results are posted on the PUC web site at: <https://www.puc.pa.gov/filing-resources/reports/electric-gas-water-cold-weather-survey-results/>.

Table 94 – 2021-2023 Final Cold Weather Survey Results – Electric, Gas and Water

ELECTRIC	2021	2022	2023
Heat-related residential properties surveyed (A-E)	25,095	26,413	23,963
A. Vacant premises	8,311	8,014	6,058
B. Accounts where contact was made and service was reconnected with a payment arrangement/settlement agreement or for other reasons	11,226	13,216	11,523
C. Accounts where unauthorized use was discovered. Service is on.	2,061	2,221	2,170
D. Accounts where no contact was made and premises appear to be occupied	3,345	2,799	4,088
E. Heat-related premises that are occupied. Service is off.	152	163	124
Number of accounts in (E) using an alternative heating source	137	66	71
Estimated Households without heat-related service (D + E).	3,497	2,962	4,212
GAS	2021	2022	2023
Heat-related residential properties surveyed (A-E)	38,768	38,203	46,361
A. Vacant premises	4,174	4,491	3,174
B. Accounts where contact was made and service was reconnected with a payment arrangement/settlement agreement or for other reasons	26,239	26,566	32,633
C. Accounts where unauthorized use was discovered. Service is on.	0	0	0
D. Accounts where no contact was made and premises appear to be occupied	7,367	5,773	8,317
E. Heat-related premises that are occupied. Service is off.	988	1,373	2,237
Number of accounts in (E) using an alternative heating source	350	599	690
Estimated Households without heat-related service (D + E).	8,355	7,146	10,554
WATER	2021	2022	2023
Heat-related residential properties surveyed (A-E)	1,691	333	1,493
A. Vacant premises	494	40	110
B. Accounts where contact was made and service was reconnected with a payment arrangement/settlement agreement or for other reasons	759	170	1,245
C. Accounts where unauthorized use was discovered. Service is on.	283	52	72
D. Accounts where no contact was made and premises appear to be occupied	74	50	21
E. Heat-related premises that are occupied. Service is off.	81	21	45
Number of accounts in (E) using an alternative heating source	2	0	1
Estimated Households without heat-related service (D + E).	155	71	66

Conclusion – Section III

To review the impact of Chapter 14 on access to utility service for residential and confirmed low-income customers, the Commission collects monthly termination, reconnection and other related data from the electric and gas distribution utilities.

Prior to termination of utility service, the utility must provide written notice of the termination at least 10 days prior to the date of the proposed termination. The number of 10-day termination notices issued by the electric, gas and water industry have all decreased from 2018 to 2023. Of the total number of 10-day termination notices issued across all three industries from 2018 to 2023, the electric industry issued 63.0% of the notices, while the gas industry issued 19.2% and the water industry issued 17.9%.

While the number of electric and gas terminations has increased since 2004, the pandemic decreased the number of terminations in 2020 and 2021. The number of terminations for all three industries are just beginning to return to their pre-pandemic levels. Termination trends for the electric and water industries are still showing decreases from 2018 to 2023, while the gas industry returned to pre-pandemic termination levels by 2023.

The confirmed low-income termination trend from 2018 to 2023 shows the electric industry has not quite returned to pre-pandemic levels, while the gas industry has slightly exceeded those levels. From 2018 to 2023, the electric industry percentage of total terminations that were attributed to confirmed low-income customers averaged 44.9%. The gas industry confirmed low-income terminations averaged 39.5% of all residential terminations.

The residential and confirmed low-income termination rates are calculated by dividing the number of residential and confirmed low-income terminations by the total number of residential and confirmed low-income customers, respectively. This calculation allows comparison of the rate of termination based on the number of customers, even though confirmed low-income data is a subset of residential data. The water utilities do not report confirmed low-income data.

Similar to the termination trends, from 2018 to 2023 the residential termination rate shows the electric and water industry have not quite reached their pre-pandemic levels, while the gas industry has exceeded those levels. The confirmed low-income termination rate for the electric industry is also still below the pre-pandemic level, while the gas industry has exceeded the level. The water industry does not report confirmed low-income data. From 2018 to 2023, the electric industry termination rate for confirmed low-income customers averaged more than 3.4 times the residential termination rate, while the gas industry confirmed low-income termination rate averaged more than 2.2 times the residential termination rate.

Reconnection of service occurs when a customer pays his/her debt in full or makes an up-front payment and agrees to a payment arrangement for the balance owed to the utility. While the number of reconnections has increased for the electric and gas industries since 2004, the pandemic did impact the number of reconnections during 2020 and 2021, as the utilities were encouraged to reconnect service. The number of reconnections increased for the electric and gas industries since 2004. While the pandemic termination moratorium decreased the number of reconnections during

2020, the number of reconnections for the electric and gas industries have returned to or even exceeded pre-pandemic levels.

The confirmed low-income reconnection trend from 2018 to 2023 shows the electric industry has not quite returned to pre-pandemic levels, while the gas industry has slightly exceeded those levels. Confirmed low-income reconnections account for a smaller portion of all residential reconnections, when compared to all residential terminations. From 2018 to 2023, the electric industry percentage of total reconnections that were attributed to confirmed low-income customers averaged 30.5%. The gas industry confirmed low-income reconnections averaged 29.1% of all residential reconnections.

The residential and confirmed low-income reconnection rates are calculated by dividing the number of residential and confirmed low-income reconnections by the total number of residential and confirmed low-income terminations, respectively. This calculation allows comparison of the rate of reconnection, even though confirmed low-income data is a subset of residential data.

Similar to the reconnection trends, from 2018 to 2023 the residential reconnection rate shows the electric and gas industry have returned to their pre-pandemic levels, while the water industry has not reached those levels. The confirmed low-income reconnection rate for the electric industry is also still below the pre-pandemic level, while the gas industry has exceeded the level. The water industry does not report confirmed low-income data.

From 2018 to 2023, the residential reconnection ratio for the electric industry averaged 82.0%, while the confirmed low-income rate was 65.6%. The residential gas industry averaged 70.1%, compared to a 60.8% low-income reconnection ratio for confirmed low-income. Note: The gas data from 2020 was excluded from these calculations, as Columbia's data skewed the average.

Per 52 Pa. Code § 56.111, a public utility may not terminate service, or refuse to restore service, to a premises when a licensed physician, physician assistant or nurse practitioner has certified by letter to the utility that the customer or an applicant seeking restoration of service under § 56.191 (relating to payment and timing) or a member of the customer's or applicant's household is seriously ill or afflicted with a medical condition that will be aggravated by cessation of service. An applicant utilizing a medical certificate to reconnect service under § 56.191(2) may be asked to pay a small amount of their balance.

In 2015, the utilities began submitting medical certificate data. The Commission uses this data to monitor the impact on preventing terminations or reconnecting utility service. The trends show the number of medical certificates *submitted to* and *accepted by* the electric and gas industries decreased from 2015 to 2023 but increased for the water industry. The number of medical certificates submitted to and accepted by utilities in the water industry increased from 2015 to 2023.

From 2015 to 2023 the number of residential reconnections due to medical certificates for the electric industry decreased, while the number of residential reconnections due to medical certificates for the gas industry increased. Reconnections resulting from medical certificates averaged 5.9% of the total residential reconnections for the electric industry, 5.6% for the gas industry and 3.1% for the water industry.

Utilities may require security deposits from applicants seeking to establish service or from customers who have had service terminated and who have a poor payment history, as a condition of reconnection of service. The number of security deposits for both applicants and customers for the electric industry decreased from 2018 to 2023. The number of security deposits from applicants for the gas industry decreased from 2018 to 2023, but the number of security deposits required from customers increased.

The Commission uses the CWS to estimate the number of customers whose heat-related utility service was terminated during the year and remains off going into the winter. The numbers have remained consistent since 2005, with the utilities reporting in 2023 that 20,820 households entered the winter season without heat-related utility service. This is an overall decrease of -1.2% from the 2005⁷ level, which was 21,063 households. The CWS figures include homes that may be using alternative and potentially unsafe heating sources due to termination of heat-related utility services.

For the electric and gas industries, the number and rate of terminations for residential and confirmed low-income customers has increased since 2004, even when taking into account the impacts from the pandemic.

While the ability to utilize a medical certificate to prevent termination or reconnect service is an option for some customers, based on the averages reported by the electric and gas utilities, the medical certificates account for a small percentage of all reconnections.

Finally, the CWS shows the Commission that large numbers of residential electric and gas customers who have been terminated during the calendar year, enter the winter months without service and the numbers have remained fairly consistent since 2005.

⁷ The first full year of Cold Weather Survey reporting after the implementation of Chapter 14 was 2005.

Section IV – The Effect Upon the Level of Consumer Complaints and Payment Arrangement Requests⁸ (PARs) Filed with and Adjudicated by the Commission

Section 1405 defines how the Commission establishes payment arrangements between a utility and its customers and applicants. Additionally, Section 1405(d) states:

Number of payment arrangements.--*Absent a change in income, the commission shall not establish or order a public utility to establish a second or subsequent payment arrangement if a customer has defaulted on a previous payment arrangement established by a commission order or decision. A public utility may, at its discretion, enter into a second or subsequent payment arrangement with a customer.*

Generally, customer contacts to BCS fall into three categories: consumer complaints, PARs, and inquiries. BCS classifies contacts regarding complaints about utilities' actions – including those related to billing, service delivery and repairs – as consumer complaints. Contacts involving payment negotiations for unpaid utility service are PARs. Consumer complaints and PARs are collectively known as informal complaints. Inquiries to BCS include contacts that do not require follow-up investigation, as they are usually resolved on the initial contact. These contacts include informational requests and opinions from consumers. Together, informal complaints and inquiries comprise total BCS activity.

Since the passage of Chapter 14, requests for payment arrangements that are ineligible for BCS assistance per Sections 1405(c) and 1405(d) are also categorized as inquiries and include: payment arrangement requests from active CAP customers, customers who owe CAP arrears, and customers who have not satisfied a previous Commission-established payment arrangement. BCS began tracking these ineligible requests for payment arrangements to monitor the impact on customers.

This section of this report includes the number of residential consumer complaints and PARs, including the number of non-CAP customers denied a PAR, the number of CAP customers denied a PAR and the BCS activity related to Domestic Violence Orders. This section does not include data on any commercial complaints or commercial requests for payment arrangements submitted to BCS and only includes data from the electric, gas and water industries. Data in this section are derived from the Commission's Consumer Service Information System (CSIS) through a contract with the Pennsylvania State University. This system enables BCS to aggregate and analyze the thousands of informal complaints that are reported to the Commission each year.

Consumer Complaints

The following represents the ***Number of Residential Consumer Complaints*** filed with BCS in 2004 and from 2018 to 2023. This table does not include Inquiries, as those customer contacts are resolved on the first call and do not necessitate opening a complaint.

⁸ In Section 1415 payment arrangement requests are termed as "Mediations."

Table 95 – Residential Consumer Complaints

	2004	2018	2019	2020	2021	2022	2023
Electric	5,330	9,558	8,007	4,568	5,421	6,868	11,957
Gas	5,992	2,835	2,579	1,355	1,836	2,423	2,564
Water	1,189	1,429	1,194	1,055	1,370	1,234	1,453
Total	12,511	13,822	11,780	6,978	8,627	10,525	15,974

As shown in the table above, the total number of residential customer complaints investigated by BCS since the passage of Chapter 14 has increased overall by 27.7% from 2004 to 2023 and by 15.6% from 2018 to 2023.

The number of consumer complaints for the electric industry increased overall by 124.3% from 2004 to 2023 and by 25.1% from 2018 to 2023. The number of consumer complaints for the gas industry decreased overall by -57.2% from 2004 to 2023 and by -9.6% from 2018 to 2023. The number of consumer complaints for water industry increased overall by 22.2% from 2004 to 2023 and by 1.7% from 2018 to 2023.

PARs

Since the implementation of Chapter 14, absent a change in the customer’s income, the Commission may only extend one payment arrangement on the customer’s outstanding balance. In instances where the utility has terminated service for non-payment, the Commission has determined that the authority to extend payment arrangements must be exercised judiciously and only in instances where the customer has made a good-faith effort to pay the bill.

During the initial contact, BCS may dismiss a request for a payment arrangement, if the customer is found to be ineligible for a Commission PAR. Without a documented change of income, customers whose arrears include amounts from a prior unpaid PUC arrangement or from an enrollment in a CAP are ineligible for a new PUC PAR. BCS codes the cases dismissed during the initial contact as inquiries.

PAR contacts to BCS primarily include requests involving payment terms for one or more of the following situations: termination of service is pending; service has been terminated and the customer needs payment terms to have service restored; and the customer wants to amortize an arrearage.

The table below represents the total *Number of Residential PARs* submitted to BCS for 2004 and from 2018 to 2023 and *does not* include Inquiries, where the customer was determined to be ineligible for a PAR. Again, these are only residential customer requests for payment arrangements and are only for the electric, gas and water industries.

Table 96 – Residential Payment Arrangement Requests

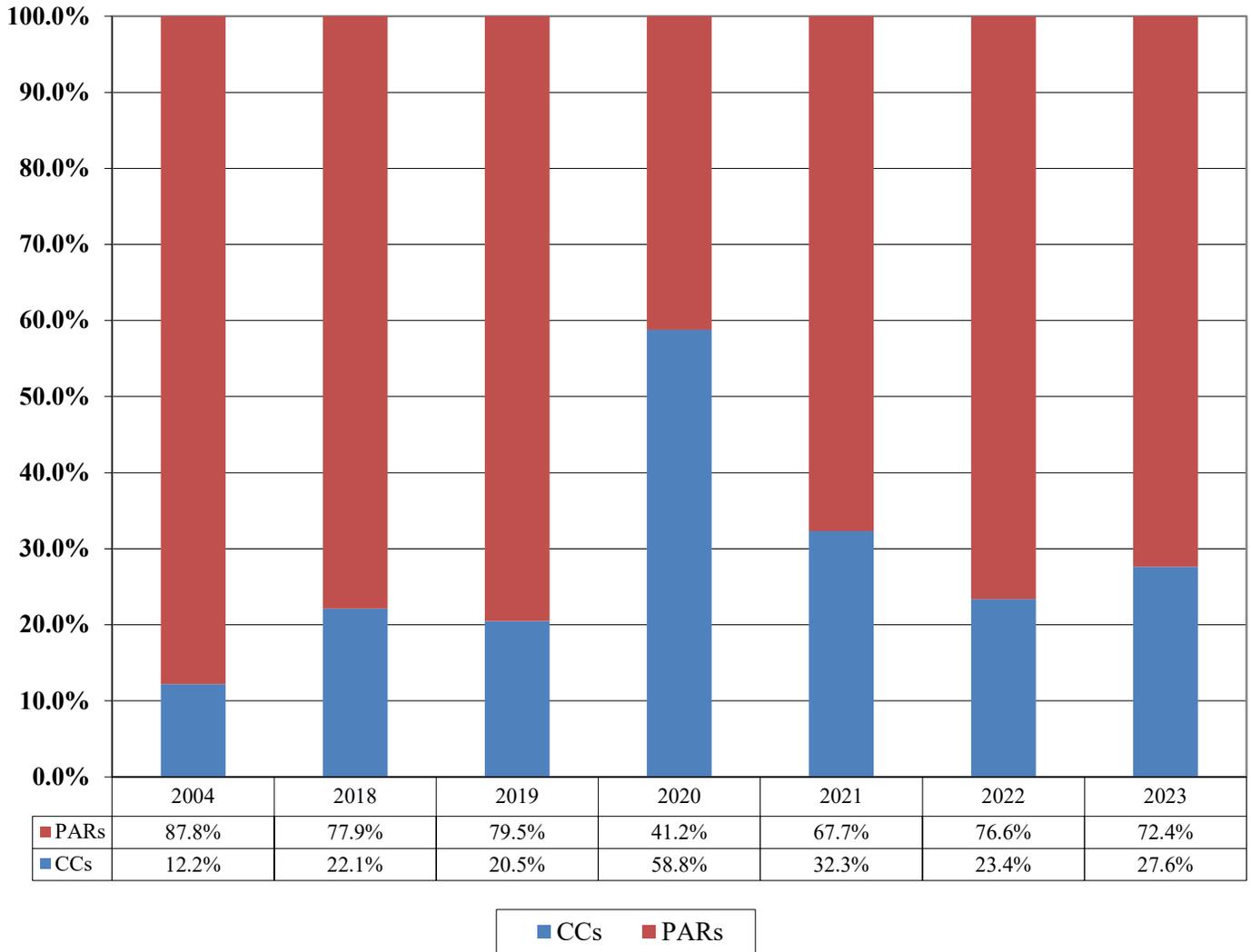
	2004	2018	2019	2020	2021	2022	2023
Electric	45,758	31,448	30,055	2,768	11,244	23,058	26,950
Gas	40,378	13,037	12,054	1,449	5,237	9,408	12,375
Water	3,805	4,185	3,628	674	1,592	1,991	2,519
Total	89,941	48,670	45,737	4,891	18,073	34,457	41,844

The table above shows the total number of residential requests for payment arrangements submitted to BCS has decreased overall by -53.5% from 2004 to 2023 and by -14.0% from 2018 to 2023. The number of requests for payment arrangements submitted to BCS continues to increase since 2020 but is still not back to pre-pandemic levels.

The requests for payment arrangements for the electric industry have decreased overall by -41.1% from 2004 to 2023 and by -14.3% from 2018 to 2023. The PARs for the gas industry decreased overall by -69.4% from 2004 to 2023 and by -5.1% from 2018 to 2023. PARs for the water industry decreased overall by -33.8% from 2004 to 2023 and by -39.8% from 2018 to 2023.

The following graph shows the *Percentage of BCS Informal Complaints*. This represents all the residential informal complaints submitted to BCS and shows the composition of consumer complaints compared to PARs for each year. While the majority of informal complaints submitted to BCS continue to be comprised of requests for payment arrangements, the overall percentage of PARs decreased from 2004 to 2023 by -17.5% and decreased by -7.1% from 2018 to 2023.

Percentage of BCS Informal Complaints Residential Consumer Complaints (CCs) vs. Payment Arrangement Requests (PARs)



PARs Dismissed Without a Decision

In addition to those inquiries where the customer is determined to be ineligible for a Commission payment arrangement, occasions also exist where a PAR informal complaint is opened for investigation with BCS but later dismissed because the customer is determined to be ineligible for a new payment arrangement. This normally occurs when the customer has previously defaulted on a Commission payment arrangement or owes CAP arrears, and it is not discovered until the complaint is investigated.

The table below represents the number of complaints opened for investigation, but subsequently dismissed by BCS because it was determined the customer was not eligible for a Commission payment arrangement. The numbers in this table represent a subset of the PARs in [Table 96](#).

Table 97 – Payment Arrangement Requests Dismissed Without a Decision

	2005	2018	2019	2020	2021	2022	2023
Electric	7,499	4,891	4,556	377	855	2,720	3,151
Gas	4,896	1,695	1,579	147	405	1,238	1,453
Water	1,830	580	546	71	88	255	324
Total	14,225	7,166	6,681	595	1,348	4,213	4,928

The number of PARs received from the electric, gas and water industries and dismissed by the Commission decreased overall by -65.4% from 2005 to 2023 and by -31.2% from 2018 to 2023. The water industry showed the largest decrease of -82.3% from 2005 to 2023, followed by the gas industry with a decrease of -70.3% and electric at -58.0%. From 2018 to 2023, water still showed the largest decrease in PARs with -44.1%, followed by electric with -35.6% and gas with -14.3%.

Number of Non-CAP Customers Denied a Payment Arrangement by the Commission

After the implementation of Chapter 14, BCS began tracking the number of ineligible customers calling the Commission seeking assistance to avoid termination. In these cases, the complaint was resolved during the initial call and classified as an inquiry. The customers were deemed ineligible because Section 1405(d) of Chapter 14 prohibits the Commission from establishing a second Commission-issued payment arrangement if the customer failed to satisfy the balance from a previous Commission-established payment arrangement. The only permitted exception is when the customer has experienced a change in income (CII) since the previous arrangement as defined in Section 1403:

A decrease in household income of 20% or more if the customer's household income level exceeds 200% of the federal poverty level or a decrease in household income of 10% or more if the customer's household income level is 200% or less of the federal poverty level.

The following table represents the total number of customers turned away by the Commission because the customers failed to satisfy the balance from a previous PUC payment arrangement. These customers are not participating in the utility's CAP. BCS began tracking this metric in 2005 and also tracks whether or not the customer's service is on or off.

Table 98 – Non-CAP Customers Turned Away by Call Center Because of Ineligibility

	2005	2018	2019	2020	2021	2022	2023
Electric							
Service is on	12,038	3,386	3,345	372	227	1,477	2,361
Service is off	1,863	158	57	33	45	68	101
Total	13,901	3,544	3,402	405	272	1,545	2,462
Gas							
Service is on	8,996	1,038	1,110	152	95	459	750
Service is off	2,501	82	36	8	26	41	79
Total	11,497	1,120	1,146	160	121	500	829
Water							
Service is on	2,294	431	333	64	39	141	198
Service is off	400	27	10	10	5	10	5
Total	2,694	458	343	74	44	151	203

Number of CAP Customers Denied a Payment Arrangement by BCS

Section 1405(c) prohibits the Commission from establishing a payment arrangement on a CAP arrearage. The table below represents the number of customers turned away by BCS because their balance contains arrearages from a utility’s CAP. In these cases, the complaint was resolved during the initial call. BCS does not track the status of service for these CAP customers.

Table 99 – CAP Customers Turned Away by Call Center Because of Ineligibility

	2005	2018	2019	2020	2021	2022	2023
Electric	2,993	4,146	2,662	151	220	1,006	1,149
Gas	2,386	1,767	1,253	83	123	328	321
Water	24	13	16	0	4	4	9
Total	5,403	5,926	3,931	234	347	1,338	1,479

The following table shows the percentage breakdown of inquiries received by BCS that are related to requests for payment arrangements where BCS was unable to open a case because the customer did not qualify for a new payment arrangement under the conditions of Chapter 14. The total row is the total percentage of inquiries received by BCS for payment arrangement related reasons for contact that were dismissed, out of the total inquiries received by BCS. A breakdown of the number and percent of all inquiries where BCS was unable to open a PAR from 2005 to 2023 can be found in [Appendix 25](#).

Table 100 – Percent of All Inquiries where BCS was Unable to Open a PAR

Reason	2005*	2018	2019	2020	2021	2022	2023
CAP inquiry/contact	5.0%	23.1%	18.1%	2.6%	3.0%	7.9%	8.6%
Unable to open new PAR - service on	21.8%	19.0%	22.1%	6.8%	3.2%	12.5%	19.3%
Termination or suspension of service**	27.3%	12.6%	18.3%	15.0%	16.2%	20.8%	18.3%
Unable to open new PAR - service off	4.5%	1.1%	0.5%	0.8%	0.7%	0.8%	1.1%
Total Percent of Inquiries	58.6%	55.8%	59.0%	25.2%	23.2%	42.1%	47.3%

*BCS started tracking these contact types in 2005.

**Includes requests for payment arrangements where service is in threat of termination, but the complainant doesn't qualify for a new PAR to maintain service.

The total percentage of PAR-related inquiries received by BCS that were dismissed has decreased by -19.3% from 2005 to 2023, and by -15.2% from 2018 to 2023. While the percentage has increased recently, it has not recovered to the pre-pandemic levels, which were consistent with the percentage in 2005.

Customers Under a Protection From Abuse (PFA) or an Order Which Provides Clear Evidence of Domestic Violence Who Received a Payment Arrangement from the PUC

Section 1417 of Chapter 14 specifies that the chapter “shall not apply to victims under a PFA Order as provided by 23 Pa. C.S. Ch. 61 (relating to protection from abuse), or a court order issued by a court of competent jurisdiction in this Commonwealth, which provides clear evidence of domestic violence against the applicant or customer.” The table below represents the number of informal complaints and PARs taken in from victims of domestic violence.

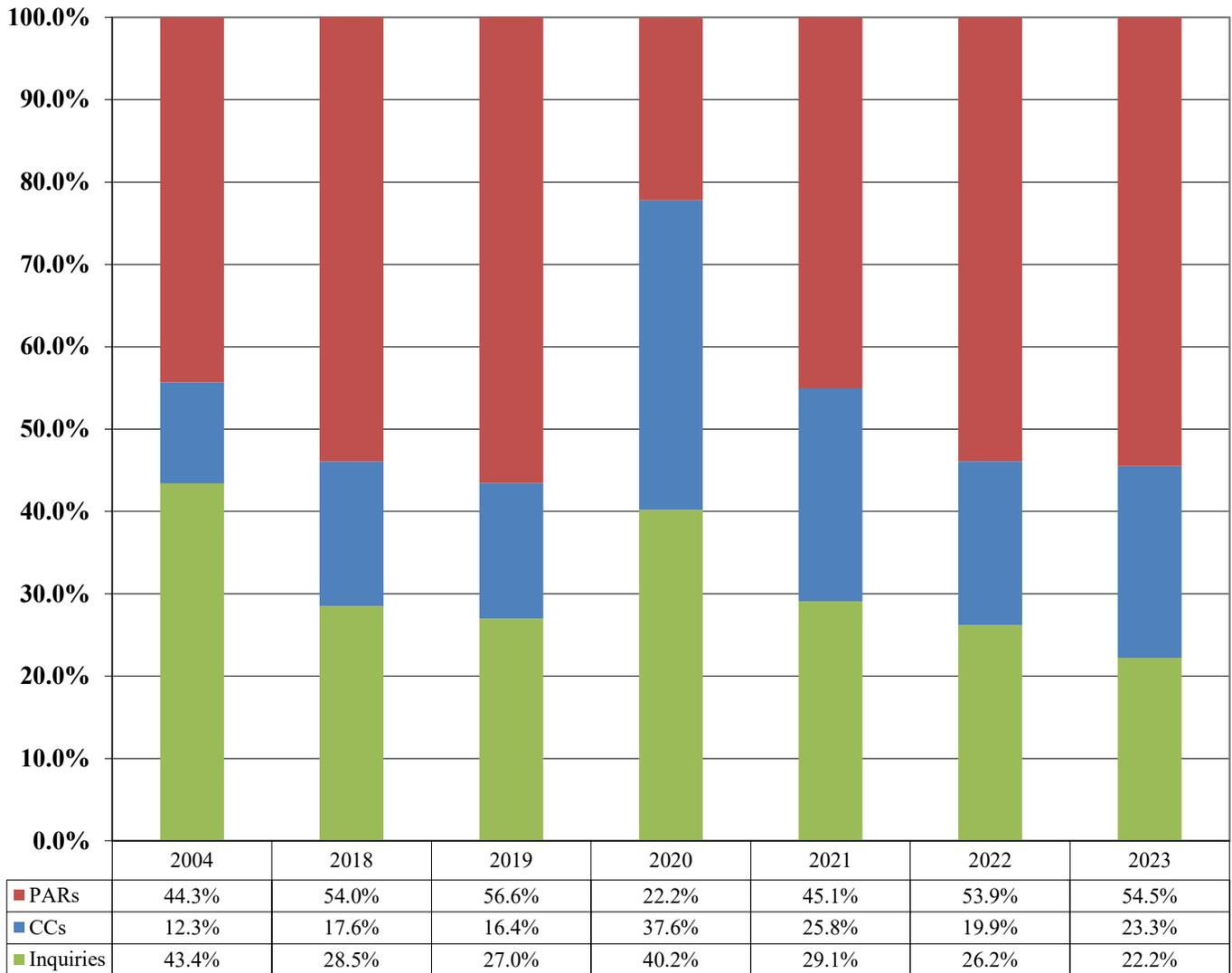
Table 101 – BCS Activity Regarding Domestic Violence Orders

	2018	2019	2020	2021	2022	2023
Electric	199	204	24	61	155	165
Gas	70	86	11	18	47	70
Water	24	29	7	12	10	13
Total	293	319	42	91	212	248

Total BCS Activity

The graph below shows the *Percentage of Total BCS Activity for all Industries*. The graph represents residential and commercial PARs, consumer complaints and inquiries. In 2023, PARs accounted for 54.5% of the total BCS activity, for an increase of 23.0% since 2004.

Percentages of Total BCS Activity for all Industries Consumer Complaints, PARs and Inquiries



■ Inquiries ■ CCs ■ PARs

Conclusion – Section IV

The percentage of consumer complaints to BCS activity has continued to increase overall by 89.4% since 2004 and from 2018 to 2023, the percentage of consumer complaint activity has increased by 32.4%.

In 2023, the overall number of PAR informal complaints is lower than the number of PAR informal complaints received in the years immediately following the implementation of Chapter 14. However, the volume of BCS activity dedicated to PAR informal complaints has continued to increase and was 54.5% in 2023.

The total percentage of PAR-related inquiries submitted to BCS that were dismissed decreased by -19.3% from 2005 to 2023, but the pre-pandemic levels were consistent with the percentage of PAR-related inquiries dismissed in 2005. The percentage of PAR-related inquiries submitted to BCS that were dismissed represented 47.3% of all inquiries in 2023.

Between 2004 and 2023, the Commission denied a total of 370,194⁹ requests for payment arrangements, including 9,901 requests in 2023. The percent of inquiries related to dismissed PARs combined with the PAR informal complaint comprised 61.7% of BCS overall activity in 2023.¹⁰

⁹ These totals include the following categories: Non-CAP Customers Turned Away by Call Center Because of Ineligibility, CAP Customers Turned Away by Call Center Because of Ineligibility, and Payment Arrangement Requests Dismissed Without a Decision.

¹⁰ See Appendices [24](#) and [25](#).

Appendices

Appendix 1 – 2018 Infractions

Section of Chapter 14	Equivalent Section(s) of Title 52 Pa. Code Chapter 56	Electric Utilities	Gas Utilities	Water Utilities	Total
§ 1402 Declaration of Policy	§ 56.1	42	6	6	54
§ 1403 Definitions	§ 56.2 Def. of Applicant, § 56.2 Def. of Customer	3	3	2	8
§ 1404 Credit and Deposits	§ 56.32-37, 56.41, 56.42, § 56.51 and 56.53	51	14	6	71
§ 1406(a) Authorized Termination	§ 56.81 and § 56.83	24	19	18	61
§ 1406(b) Notice of Termination	§ 56.91 and § 56.93	3	2	4	9
§ 1406(d) Timing of Termination	§ 56.82	2	0	1	3
§ 1406(e) Winter Termination	§ 56.100 and § 56.340	2	0	2	4
§ 1406(f) Medical Certification	§ 56.111-112, § 56.114-115	10	1	0	11
§ 1407(a) Reconnection Fee	§ 56.191(a)	1	1	0	2
§ 1407(b) Reconnection of Service – Timing	§ 56.191(b) and § 56.421	9	7	2	18
§ 1407(c) Reconnection of Service – Payment to Restore Service	§ 56.191(c)	8	5	4	17
§ 1407(d)(e) Payment of Outstanding Balance at Premise	§ 56.191(d)(e)	1	0	0	1
§ 1409 Late Payment Charge Waiver	§ 56.22	0	1	0	1
§ 1410 Complaints Filed with the Commission	§ 56.181	0	0	0	0
§ 1410.1(2) Referral to Universal Services Program	n/a	1	1	0	2
§ 1417 Nonapplicability - Protection From Abuse	§ 56.285	1	1	0	2
Total		158	61	45	264

Appendix 2 – 2019 Infractions

Section of Chapter 14	Equivalent Section(s) of Title 52 Pa. Code Chapter 56	Electric Utilities	Gas Utilities	Water Utilities	Total
§ 1402 Declaration of Policy	§ 56.1	26	14	14	54
§ 1403 Definitions	§ 56.2 Def. of Applicant, § 56.2 Def. of Customer	1	1	2	4
§ 1404 Credit and Deposits	§ 56.32-37, 56.41, 56.42, § 56.51 and 56.53	124	42	22	188
§ 1406(a) Authorized Termination	§ 56.81 and § 56.83	18	17	20	55
§ 1406(b) Notice of Termination	§ 56.91 and § 56.93	4	4	5	13
§ 1406(d) Timing of Termination	§ 56.82	5	0	0	5
§ 1406(e) Winter Termination	§ 56.100 and § 56.340	0	1	1	2
§ 1406(f) Medical Certification	§ 56.111-112, § 56.114-115	3	1	1	5
§ 1407(a) Reconnection Fee	§ 56.191(a)	0	0	0	0
§ 1407(b) Reconnection of Service – Timing	§ 56.191(b) and § 56.421	7	7	3	17
§ 1407(c) Reconnection of Service – Payment to Restore Service	§ 56.191(c)	15	7	7	29
§ 1407(d)(e) Payment of Outstanding Balance at Premise	§ 56.191(d)(e)	4	0	0	4
§ 1409 Late Payment Charge Waiver	§ 56.22	0	0	2	2
§ 1410 Complaints Filed with the Commission	§ 56.181	0	0	0	0
§ 1410.1(2) Referral to Universal Services Program	n/a	3	0	0	3
§ 1417 Nonapplicability - Protection From Abuse	§ 56.285	0	0	0	0
Total		210	94	77	381

Appendix 3 – 2020 Infractions

Section of Chapter 14	Equivalent Section(s) of Title 52 Pa. Code Chapter 56	Electric Utilities	Gas Utilities	Water Utilities	Total
§ 1402 Declaration of Policy	§ 56.1	28	27	26	81
§ 1403 Definitions	§ 56.2 Def. of Applicant, § 56.2 Def. of Customer	2	1	0	3
§ 1404 Credit and Deposits	§ 56.32-37, 56.41, 56.42, § 56.51 and 56.53	63	41	5	109
§ 1406(a) Authorized Termination	§ 56.81 and § 56.83	3	2	1	6
§ 1406(b) Notice of Termination	§ 56.91 and § 56.93	1	5	3	9
§ 1406(d) Timing of Termination	§ 56.82	0	0	0	0
§ 1406(e) Winter Termination	§ 56.100 and § 56.340	1	0	0	1
§ 1406(f) Medical Certification	§ 56.111-112, § 56.114-115	1	0	0	1
§ 1407(a) Reconnection Fee	§ 56.191(a)	0	0	0	0
§ 1407(b) Reconnection of Service – Timing	§ 56.191(b) and § 56.421	0	1	1	2
§ 1407(c) Reconnection of Service – Payment to Restore Service	§ 56.191(c)	0	0	2	2
§ 1407(d)(e) Payment of Outstanding Balance at Premise	§ 56.191(d)(e)	0	0	0	0
§ 1409 Late Payment Charge Waiver	§ 56.22	1	0	0	1
§ 1410 Complaints Filed with the Commission	§ 56.181	0	0	0	0
§ 1410.1(2) Referral to Universal Services Program	n/a	0	0	0	0
§ 1417 Nonapplicability - Protection From Abuse	§ 56.285	1	1	0	2
Total		101	78	38	217

Appendix 4 – 2021 Infractions

Section of Chapter 14	Equivalent Section(s) of Title 52 Pa. Code Chapter 56	Electric Utilities	Gas Utilities	Water Utilities	Total
§ 1402 Declaration of Policy	§ 56.1	39	45	61	145
§ 1403 Definitions	§ 56.2 Def. of Applicant, § 56.2 Def. of Customer	4	0	0	4
§ 1404 Credit and Deposits	§ 56.32-37, 56.41, 56.42, § 56.51 and 56.53	81	39	13	133
§ 1406(a) Authorized Termination	§ 56.81 and § 56.83	15	16	24	55
§ 1406(b) Notice of Termination	§ 56.91 and § 56.93	13	7	5	25
§ 1406(d) Timing of Termination	§ 56.82	0	1	0	1
§ 1406(e) Winter Termination	§ 56.100 and § 56.340	0	1	0	1
§ 1406(f) Medical Certification	§ 56.111-112, § 56.114-115	3	0	0	3
§ 1407(a) Reconnection Fee	§ 56.191(a)	2	1	0	3
§ 1407(b) Reconnection of Service – Timing	§ 56.191(b) and § 56.421	2	4	3	9
§ 1407(c) Reconnection of Service – Payment to Restore Service	§ 56.191(c)	8	11	6	25
§ 1407(d)(e) Payment of Outstanding Balance at Premise	§ 56.191(d)(e)	3	1	0	4
§ 1409 Late Payment Charge Waiver	§ 56.22	1	1	0	2
§ 1410 Complaints Filed with the Commission	§ 56.181	0	0	0	0
§ 1410.1(2) Referral to Universal Services Program	n/a	0	0	0	0
§ 1417 Nonapplicability - Protection From Abuse	§ 56.285	2	1	0	3
Total		173	128	112	413

Appendix 5 – 2022 Infractions

Section of Chapter 14	Equivalent Section(s) of Title 52 Pa. Code Chapter 56	Electric Utilities	Gas Utilities	Water Utilities	Total
§ 1402 Declaration of Policy	§ 56.1	51	36	19	106
§ 1403 Definitions	§ 56.2 Def. of Applicant, § 56.2 Def. of Customer	2	0	0	2
§ 1404 Credit and Deposits	§ 56.32-37, 56.41, 56.42, § 56.51 and 56.53	76	120	43	239
§ 1406(a) Authorized Termination	§ 56.81 and § 56.83	26	29	34	89
§ 1406(b) Notice of Termination	§ 56.91 and § 56.93	17	23	43	83
§ 1406(d) Timing of Termination	§ 56.82	0	1	1	2
§ 1406(e) Winter Termination	§ 56.100 and § 56.340	0	1	1	2
§ 1406(f) Medical Certification	§ 56.111-112, § 56.114-115	11	4	1	16
§ 1407(a) Reconnection Fee	§ 56.191(a)	3	1	23	27
§ 1407(b) Reconnection of Service – Timing	§ 56.191(b) and § 56.421	9	14	27	50
§ 1407(c) Reconnection of Service – Payment to Restore Service	§ 56.191(c)	44	36	111	191
§ 1407(d)(e) Payment of Outstanding Balance at Premise	§ 56.191(d)(e)	1	18	0	19
§ 1409 Late Payment Charge Waiver	§ 56.22	2	2	3	7
§ 1410 Complaints Filed with the Commission	§ 56.181	0	0	0	0
§ 1410.1(2) Referral to Universal Services Program	n/a	0	0	0	0
§ 1417 Nonapplicability - Protection From Abuse	§ 56.285	1	0	0	1
Total		243	285	306	834

Appendix 6 – 2023 Infractions

Section of Chapter 14	Equivalent Section(s) of Title 52 Pa. Code Chapter 56	Electric Utilities	Gas Utilities	Water Utilities	Total
§ 1402 Declaration of Policy	§ 56.1	456	25	46	527
§ 1403 Definitions	§ 56.2 Def. of Applicant, § 56.2 Def. of Customer	1	0	1	2
§ 1404 Credit and Deposits	§ 56.32-37, 56.41, 56.42, § 56.51 and 56.53	182	260	47	489
§ 1406(a) Authorized Termination	§ 56.81 and § 56.83	45	44	52	141
§ 1406(b) Notice of Termination	§ 56.91 and § 56.93	16	10	9	35
§ 1406(d) Timing of Termination	§ 56.82	0	0	1	1
§ 1406(e) Winter Termination	§ 56.100 and § 56.340	0	1	1	2
§ 1406(f) Medical Certification	§ 56.111-112, § 56.114-115	8	14	0	22
§ 1407(a) Reconnection Fee	§ 56.191(a)	4	7	11	22
§ 1407(b) Reconnection of Service – Timing	§ 56.191(b) and § 56.421	8	18	14	40
§ 1407(c) Reconnection of Service – Payment to Restore Service	§ 56.191(c)	137	73	54	264
§ 1407(d)(e) Payment of Outstanding Balance at Premise	§ 56.191(d)(e)	0	4	0	4
§ 1409 Late Payment Charge Waiver	§ 56.22	0	1	1	2
§ 1410 Complaints Filed with the Commission	§ 56.181	0	0	0	0
§ 1410.1(2) Referral to Universal Services Program	n/a	0	0	0	0
§ 1417 Nonapplicability - Protection From Abuse	§ 56.285	0	0	0	0
Total		857	457	237	1,551

BCS has advocated that the bill due date is equal to day zero, the starting point for determining when an account should be considered overdue, and this position is clarified in the Collections Data Dictionary filed at Docket [M-00041802F0003](#). The table below shows the individual utility variations for the historical data set presented in this report and applies to all tables that show overdue customers or overdue dollars.

Appendix 7 – When is an Account Considered to be Overdue?

Utility	When is Day Zero (0)	How Many Days Overdue	Days of Variance from BCS Interpretation
Duquesne	Bill Due Date	30 Days	0 Days
Met-Ed and Penelec	Bill Due Date	30 Days	0 Days
PECO-Electric	Prior to Jan. 2020: Bill Transmittal Date	Prior to Jan. 2020: 30 Days	Prior to Jan. 2020: 20 Days Sooner
	Jan. 2020 Forward: Bill Due Date	Jan. 2020 Forward: 30 Days	Jan. 2020 Forward: 0 Days
Penn Power	Bill Due Date	30 Days	0 Days
PPL	Bill Transmittal Date	30 Days	20 Days Sooner
West Penn	Bill Due Date	30 Days	0 Days
Columbia Gas	Bill Due Date	30 Days	0 Days
NFG	Bill Rendition Date*	60 Days	9 Days Later
PECO-Gas	Prior to Jan. 2020: Bill Transmittal Date	Prior to Jan. 2020: 30 Days	Prior to Jan. 2020: 20 Days Sooner
	Jan. 2020 Forward: Bill Due Date	Jan. 2020 Forward: 30 Days	Jan. 2020 Forward: 0 Days
Peoples	Bill Due Date	30 Days	0 Days
PGW	Bill Transmittal Date	30 Days	20 Days Sooner
UGI-Gas	Bill Due Date	30 Days	0 Days

*Bill Rendition Date is one day prior to the Bill Transmittal Date.

After an account is terminated or discontinued, it is no longer considered to be an active account. These accounts then become “inactive” accounts. Ultimately, these accounts are either paid or written-off according to each utility’s accounting or write-offs procedures. The Commission began to quantify the number of inactive accounts and corresponding arrearages beginning with 2007 collections data.

Appendix 8 – When Does an Account Move from Active to Inactive Status?

Utility	After an Account is Terminated	After an Account is Discontinued
Duquesne	7 Days after Termination Date	3 to 5 Days after Discontinuance
Met-Ed and Penelec	10 Days after Termination Date	Same Day as Discontinuance
PECO-Electric	30 to 32 Days after Termination Date	Same Day as Discontinuance
Penn Power	10 Days after Termination Date	Same Day as Discontinuance
PPL	15 Days after Termination Date	Bill Transmittal Date
West Penn	10 Days after Termination Date	Same Day as Discontinuance
Columbia Gas	5 to 7 Days after Termination Date	Same Day as Discontinuance
NFG	Same Day as Termination Date	Same Day as Discontinuance
PECO-Gas	30 to 32 Days after Termination Date	Same Day as Discontinuance
Peoples	10 Days after Termination Date	10 Days after Discontinuance
PGW	0 to 30 Days after Termination Date	0 to 1 Day after Final Bill Transmittal Date
UGI-Gas	Same Day as Termination Date	Same Day as Discontinuance

Gross Residential Write-Offs that are reported below represent the cumulative total dollar amount written off as of the end of the calendar year. CAP Preprogram Arrearage Forgiveness dollars are excluded.

Appendix 9 – Gross Residential Write-Offs – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$9,909,654	\$19,578,220	\$14,436,076	\$13,917,013	\$16,401,937	\$16,619,579	\$16,775,045
Met-Ed	\$9,690,456	\$15,183,890	\$14,939,366	\$10,590,500	\$12,067,089	\$14,650,554	\$13,479,716
PECO*	\$41,562,593	\$29,445,461	\$30,645,751	\$18,363,350	\$32,968,358	\$38,151,800	\$44,609,407
Penelec	\$8,748,857	\$15,418,293	\$15,212,941	\$11,281,446	\$12,539,131	\$15,056,177	\$15,042,797
Penn Power	\$2,361,062	\$3,358,838	\$3,448,167	\$2,406,621	\$2,394,623	\$3,627,804	\$3,617,934
PPL	\$22,326,252	\$53,809,070	\$51,249,852	\$32,110,096	\$45,878,601	\$49,258,466	\$60,458,291
West Penn	\$8,571,821	\$15,506,690	\$16,109,498	\$11,035,112	\$10,780,567	\$14,287,659	\$13,446,408
Total	\$103,170,695	\$152,300,462	\$146,041,651	\$99,704,138	\$133,030,306	\$151,652,039	\$167,429,598

*PECO data includes electric and gas.

Appendix 10 – Gross Residential Write-Offs – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$16,079,652	\$8,531,390	\$8,903,865	\$4,204,533	\$10,761,148	\$11,400,609	\$11,643,805
NFG	\$6,001,579	\$4,330,927	\$4,166,463	\$4,079,349	\$2,047,895	\$3,515,466	\$3,459,665
Peoples*	\$13,926,284	\$7,957,830	\$9,322,215	\$11,997,514	\$9,696,316	\$10,664,332	\$12,498,986
Peoples-Equitable*	\$7,922,823	\$5,143,394	\$6,626,698	N/A	N/A	N/A	N/A
PGW	\$65,949,043	\$34,986,533	\$32,545,577	\$21,030,875	\$21,599,262	\$40,690,124	\$49,496,476
UGI-Gas**	\$6,790,705	\$8,854,360	\$10,153,148	\$10,734,440	\$16,204,625	\$27,178,194	\$35,689,027
UGI Penn Natural**	\$5,157,851	\$4,904,780	\$5,893,436	N/A	N/A	N/A	N/A
Total	\$121,827,937	\$74,709,214	\$77,611,402	\$52,046,711	\$60,309,246	\$93,448,725	\$112,787,959

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Appendix 11 – Gross Residential Write-Offs – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$2,700,141	\$2,213,798	\$1,559,413	\$4,019,868	\$3,622,187	\$3,792,976
PAWC	\$10,269,942	\$9,464,802	\$4,927,486	\$7,544,732	\$6,814,457	\$6,959,636
PWSA*	\$0	\$0	\$0	\$0	\$0	\$0
Other Class A:						
Audubon	\$0	\$0	\$0	\$0	\$0	\$3,053
Columbia Water	\$16,664	\$13,962	\$12,018	\$10,681	\$10,446	\$6,742
Community Utilities**	N/A	\$248,332	\$260,754	\$260,098	\$399,308	\$468,956
Newtown Artesian	\$0	\$2,299	\$0	\$0	\$0	\$0
Veolia Bethel	\$2,653	\$2,253	\$7,707	\$1,844	\$5,031	\$5,750
Veolia PA	\$199,858	\$258,245	\$219,622	\$317,976	\$222,168	\$270,950
York	\$298,613	\$292,350	\$303,484	\$204,692	\$454,582	\$388,056
Total	\$13,487,871	\$12,496,041	\$7,290,484	\$12,359,891	\$11,528,179	\$11,896,119

*PWSA came under the Commission’s regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

Annual collections operating expenses include administrative expenses associated with termination activity, field visits, negotiation of payment arrangements, budget counseling, investigation and resolution of informal and formal complaints associated with payment arrangements, the securing and maintenance of security deposits, the tracking of delinquent accounts, collection agencies' expenses, litigation expenses other than those already included, dunning expenses, and winter survey expenses.

Appendix 12 – Annual Collections Operating Expenses – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$16,164,612	\$8,114,677	\$7,811,163	\$5,047,179	\$5,650,501	\$6,032,358	\$5,954,281
Met-Ed	\$13,567,289	\$17,699,048	\$17,588,515	\$12,916,942	\$14,477,392	\$17,345,552	\$16,176,996
PECO*	\$9,576,151	\$15,524,811	\$16,941,442	\$12,776,700	\$19,187,292	\$17,290,479	\$18,982,989
Penelec	\$13,526,387	\$17,756,784	\$17,499,436	\$13,276,426	\$14,575,137	\$17,283,876	\$17,262,640
Penn Power	\$3,619,639	\$4,130,948	\$4,199,273	\$3,137,598	\$3,072,511	\$4,394,359	\$4,392,483
PPL	\$4,878,365	\$9,825,885	\$9,104,260	\$9,860,638	\$10,676,233	\$9,465,381	\$12,784,785
West Penn	\$14,313,568	\$17,645,222	\$18,310,785	\$12,947,688	\$12,841,965	\$16,640,374	\$15,760,119
Total	\$75,646,011	\$90,697,375	\$91,454,874	\$69,963,171	\$80,481,031	\$88,452,379	\$91,314,293

*PECO data includes electric and gas.

Appendix 13 – Annual Collections Operating Expenses – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$2,463,992	\$4,848,900	\$5,042,206	\$2,000,716	\$3,087,170	\$5,387,188	\$6,025,719
NFG	\$1,154,535	\$699,066	\$522,372	\$488,958	\$715,813	\$856,517	\$995,286
Peoples*	\$3,224,084	\$2,225,302	\$2,548,096	\$3,240,421	\$5,424,383	\$4,690,985	\$5,244,412
Peoples-Equitable*	\$3,950,187	\$1,631,759	\$1,720,406	N/A	N/A	N/A	N/A
PGW	\$10,102,014	\$4,229,699	\$2,665,563	\$957,865	\$1,050,275	\$854,301	\$913,216
UGI-Gas**	\$3,349,562	\$4,843,785	\$5,284,248	\$4,599,633	\$8,157,817	\$6,455,365	\$9,366,647
UGI Penn Natural**	\$2,403,614	\$2,294,424	\$2,693,930	N/A	N/A	N/A	N/A
Total	\$26,647,988	\$20,772,935	\$20,476,821	\$11,287,593	\$18,435,458	\$18,244,356	\$22,545,280

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Appendix 14 – Annual Collections Operating Expenses – Water

Utility	2018	2019	2020	2021	2022	2023
Large Water:						
Aqua	\$1,909,902	\$1,887,164	\$1,196,736	\$2,020,201	\$2,587,570	\$1,719,327
PAWC	\$5,818,417	\$5,514,700	\$2,030,810	\$3,519,355	\$4,381,870	\$3,803,522
PWSA*	\$645,797	\$730,827	\$394,628	\$1,063,837	\$1,038,235	\$889,810
Other Class A:						
Audubon	\$22,316	\$27,119	\$29,122	\$42,471	\$46,437	\$63,024
Columbia Water	\$24,177	\$25,995	\$11,906	\$29,214	\$25,929	\$28,044
Community Utilities**	N/A	\$0	\$0	\$0	\$0	\$-
Newtown Artesian	\$16,850	\$17,355	\$60,300	\$9,000	\$11,000	\$10,000
Veolia Bethel	\$25,289	\$26,207	\$28,157	\$25,150	\$23,449	\$31,443
Veolia PA	\$1,010,974	\$1,180,484	\$1,159,483	\$1,247,020	\$1,450,991	\$1,506,353
York	\$269,798	\$271,730	\$116,227	\$301,827	\$185,547	\$161,555
Total	\$9,743,520	\$9,681,581	\$5,027,369	\$8,258,075	\$9,751,028	\$8,213,078

*PWSA came under the Commission's regulatory jurisdiction effective Apr. 1, 2018; therefore, the data in this table occurred on or after Apr. 1, 2018.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019.

CAPs are one of the programs that is included in the total universal service programs cost and provide an alternative to traditional collections methods for low-income, payment-troubled customers. Customers make regular monthly payments, which may be for an amount that is less than the current bill for utility service.

Appendix 15 – Annual Total CAP Costs – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$5,275,000	\$25,820,755	\$31,408,810	\$28,228,011	\$36,802,184	\$41,188,950	\$43,580,503
Met-Ed	\$4,966,221	\$16,128,557	\$14,935,392	\$17,275,244	\$22,360,815	\$26,617,895	\$29,592,395
PECO*	\$79,088,439	\$64,886,113	\$64,067,616	\$64,953,817	\$74,431,141	\$104,562,463	\$167,702,078
Penelec	\$6,914,194	\$20,282,993	\$18,813,128	\$20,591,486	\$26,192,383	\$30,861,523	\$34,502,443
Penn Power	\$1,825,678	\$4,720,719	\$4,421,495	\$4,799,959	\$6,327,351	\$7,641,431	\$8,310,785
PPL	\$14,691,811	\$80,034,598	\$82,047,452	\$77,543,968	\$85,530,910	\$112,207,883	\$129,148,124
West Penn	\$4,987,081	\$23,885,800	\$17,739,385	\$19,193,779	\$21,279,584	\$26,507,957	\$30,494,630
Total	\$117,748,424	\$235,759,535	\$233,433,278	\$232,586,264	\$272,924,368	\$349,588,102	\$443,330,958

*PECO data includes electric and gas.

Appendix 16 – Annual Total CAP Costs – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$14,708,222	\$22,396,085	\$20,532,606	\$16,400,570	\$24,059,015	\$33,312,436	\$27,365,817
NFG	\$4,613,226	\$1,849,773	\$2,150,777	\$1,988,961	\$2,142,608	\$2,410,572	\$2,971,962
Peoples*	\$5,358,196	\$8,927,521	\$7,919,855	\$10,711,116	\$15,407,903	\$21,459,081	\$22,062,634
Peoples-Equitable*	\$5,694,802	\$6,703,377	\$6,516,599	N/A	N/A	N/A	N/A
PGW	\$57,800,000	\$59,549,654	\$53,685,784	\$46,050,279	\$66,091,601	\$74,208,698	\$60,390,739
UGI-Gas**	\$1,898,609	\$4,253,550	\$4,481,481	\$9,723,855	\$10,335,557	\$13,741,475	\$20,074,474
UGI Penn Natural**	\$590,454	\$2,671,047	\$3,570,983	N/A	N/A	N/A	N/A
Total	\$90,663,509	\$106,351,007	\$98,858,085	\$84,874,781	\$118,036,684	\$145,132,262	\$132,865,626

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

LIURP is a statewide, utility-sponsored, residential usage reduction program mandated by PUC regulations at 52 Pa. Code, Chapter 58. The primary goal of LIURP is to assist low-income residential customers in lowering energy bills through usage reduction (energy conservation) to help make bills more affordable. LIURP costs are included in the total universal service program costs.

Appendix 17 – Annual Total LIURP Costs – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$1,021,250	\$2,341,637	*\$622,772	\$1,566,479	\$2,267,480	\$2,630,871	\$3,961,140
Met-Ed	\$1,720,005	\$5,588,477	\$5,319,200	\$5,243,891	\$5,760,936	\$5,996,087	\$5,592,286
PECO**	\$6,475,000	\$7,850,000	\$7,850,000	\$4,240,778	\$7,870,493	\$7,843,251	\$9,745,890
Penelec	\$1,657,765	\$6,167,794	\$7,049,211	\$4,571,159	\$6,046,027	\$6,835,496	\$8,385,580
Penn Power	\$527,439	\$2,504,699	\$2,842,470	\$2,320,305	\$3,122,296	\$3,213,204	\$3,014,163
PPL	\$5,642,380	\$10,229,891	\$10,072,389	\$3,801,138	\$12,567,945	\$12,541,987	\$13,145,604
West Penn	\$2,053,981	\$4,378,426	\$5,189,877	\$5,420,587	\$6,941,354	\$7,493,636	\$7,962,013
Total	\$19,097,820	\$39,060,924	\$38,945,919	\$27,164,337	\$44,576,531	\$46,554,532	\$51,806,676

*In 2019, Duquesne contracted with a new company to administer its LIURP. This transition required the hiring of new staff, enhanced outreach, and various system, reporting, and administrative changes. Duquesne reports that these activities resulted in lower LIURP spending and production activity in 2019.

**PECO data includes electric and gas.

Appendix 18 – Annual Total LIURP Costs – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$1,399,634	\$4,448,061	\$5,228,706	\$2,510,577	\$3,463,108	\$6,476,224	\$5,771,688
NFG	\$1,199,392	\$1,331,938	\$1,178,597	\$820,235	\$972,968	\$847,500	\$1,059,418
Peoples*	\$610,000	\$1,294,769	\$852,315	\$2,095,714	\$2,307,012	\$3,624,931	\$3,587,253
Peoples-Equitable*	\$602,699	\$791,077	\$767,742	N/A	N/A	N/A	N/A
PGW	\$2,008,697	\$7,848,602	\$7,968,468	\$6,790,185	\$9,188,284	\$7,872,502	\$8,011,083
UGI-Gas**	\$648,025	\$1,200,908	\$1,162,719	\$1,788,743	\$2,623,961	\$4,121,651	\$3,963,761
UGI Penn Natural**	\$365,191	\$1,059,335	\$977,948	N/A	N/A	N/A	N/A
Total	\$6,833,638	\$17,974,690	\$18,136,495	\$14,005,454	\$18,555,333	\$22,942,808	\$22,393,203

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The CARES program provides a service that helps payment troubled customers maximize their ability to pay EDC and NGDC bills and maintain public utility service by utilizing a network of community organizations and government agencies that provide account counseling and monitoring (case management) and referrals to services that provide additional resources or assistance, such as LIHEAP and hardship funds. CARES program costs are included in the total Universal service program costs.

Appendix 19 – Annual Total CARES Costs – Electric

Utility	2004	2018	2019	2020	2021	2022	2023
Duquesne	\$100,000	\$135,000	\$135,000	\$135,000	\$135,000	\$135,833	\$145,000
Met-Ed	\$0	\$4,033	\$7,764	\$1,647	\$168	\$773	\$3,986
PECO*	\$546,930	\$1,647,279	\$1,069,773	\$1,232,578	\$975,788	\$1,024,091	\$1,047,656
Penelec	\$0	\$7,832	\$11,222	\$1,135	\$323	\$1,662	\$680
Penn Power	\$0	\$2,489	\$2,696	\$1,030	\$180	\$566	\$912
PPL	\$0	\$0	\$2,304	\$58,326	\$120,463	\$119,892	\$158,402
West Penn	\$68,683	\$6,489	\$11,520	\$2,674	\$168	\$636	\$1,666
Total	\$715,613	\$1,803,122	\$1,240,279	\$1,432,390	\$1,232,090	\$1,283,453	\$1,358,302

*PECO data includes electric and gas.

Appendix 20 – Annual Total CARES Costs – Gas

Utility	2004	2018	2019	2020	2021	2022	2023
Columbia Gas	\$236,891	\$336,931	\$350,513	\$366,306	\$323,436	\$427,539	\$444,058
NFG	\$21,347	\$4,523	\$4,542	\$4,908	\$4,240	\$4,587	\$5,087
Peoples*	\$193,000	\$128,834	\$118,243	\$197,515	\$232,034	\$291,255	\$299,132
Peoples-Equitable*	\$299,250	\$89,543	\$85,397	N/A	N/A	N/A	N/A
PGW	\$0	\$434,669	\$541,419	\$550,853	\$579,379	\$446,558	\$398,618
UGI-Gas**	\$69,000	\$146,449	\$80,372	\$134,300	\$57,076	\$52,298	\$73,156
UGI Penn Natural**	\$80,475	\$31,713	\$34,634	N/A	N/A	N/A	N/A
Total	\$899,963	\$1,172,662	\$1,215,120	\$1,253,882	\$1,196,165	\$1,222,237	\$1,220,051

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Customers are classified as either heating or non-heating. Heating and non-heating bills are shown for the years 2004 and 2023.

Appendix 21 – Monthly Average Bill: Heating vs. Non-Heating 2004, 2018 and 2023 – Electric

Utility	Average Bill – Heating Customers			Average Bill – Non-Heating Customers		
	2004	2018	2023	2004	2018	2023
Duquesne	\$59.30	\$117.00	\$135.00	\$49.01	\$86.00	\$110.00
Met-Ed	\$125.25	\$135.00	\$166.00	\$72.92	\$94.00	\$126.00
PECO*	\$114.12	\$105.18	\$117.69	\$75.92	\$105.45	\$127.01
Penelec	\$99.83	\$130.00	\$153.00	\$57.75	\$92.00	\$115.00
Penn Power	\$131.00	\$166.00	\$183.00	\$78.75	\$99.00	\$123.00
PPL	\$114.72	\$175.05	\$216.91	\$61.99	\$116.82	\$152.20
West Penn	\$100.80	\$128.00	\$152.00	\$56.40	\$86.00	\$108.00

*PECO data includes electric and gas.

Appendix 22 – Monthly Average Bill: Heating vs. Non-Heating 2004, 2018 and 2023 – Gas

Utility	Average Bill – Heating Customers			Average Bill – Non-Heating Customers		
	2004	2018	2023	2004	2018	2023
Columbia Gas	\$92.34	\$94.00	\$122.00	\$29.55	\$38.00	\$53.00
NFG	\$103.67	\$69.45	\$76.19	\$54.02	\$34.86	\$35.89
Peoples*	\$101.10	\$81.06	\$79.06	\$34.31	\$28.09	\$22.46
Peoples-Equitable*	\$109.62	\$80.04	N/A	\$35.75	\$22.73	N/A
PGW	\$106.60	\$96.15	\$93.56	\$46.50	\$42.39	\$48.98
UGI-Gas**	\$93.79	\$77.06	\$103.84	\$26.47	\$24.51	\$33.65
UGI Penn Natural**	\$115.25	\$96.24	N/A	\$25.88	\$24.05	N/A

*Due to the Peoples Natural Gas merger, effective Jan. 1, 2020, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI-Gas merger, effective Jan. 1, 2020, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Appendix 23 – Monthly Average Bill: Heating vs. Non-Heating 2018 and 2023 – Water

Utility	Average Bill – Heating Customers		Average Bill – Non-Heating Customers	
	2018	2023	2018	2023
Large Water:				
Aqua	\$59.85	\$86.52	\$59.85	\$86.52
PAWC	\$62.00	\$66.00	\$55.00	\$69.00
PWSA	\$108.43	\$141.08	\$100.74	\$108.43
Other Class A:				
Audubon*	N/A	N/A	\$118.00	\$157.00
Columbia Water*	N/A	N/A	\$45.57	\$47.72
Community Utilities**	N/A	N/A	N/A	\$116.51
Newtown Artesian*	N/A	N/A	\$40.00	\$51.00
Veolia Bethel	\$26.34	\$25.99	\$26.34	\$25.99
Veolia PA	\$43.90	\$48.90	\$43.90	\$48.90
York	\$40.00	\$53.00	\$40.00	\$53.00

*This water utility does not have any heating customers.

**Community Utilities was reclassified as a Class A water utility in 2018. Partial data was reported in 2018 and all datapoints were reported starting in 2019. Additionally, it does not have any heating customers.

Appendix 24 – BCS Activity

Year	PARs	Consumer Complaints	Inquiries	Total Activity	Percent PARs	Percent Consumer Complaints	Percent Inquiries
2004	94,521	26,173	92,541	213,235	44.3%	12.3%	43.4%
2005	61,683	22,590	108,318	192,591	32.0%	11.7%	56.2%
2006	49,380	21,310	90,940	161,630	30.6%	13.2%	56.3%
2007	50,465	20,596	79,341	150,402	33.6%	13.7%	52.8%
2008	61,074	20,420	62,146	143,640	42.5%	14.2%	43.3%
2009	55,618	18,147	75,329	149,094	37.3%	12.2%	50.5%
2010	55,318	13,341	77,761	146,420	37.8%	9.1%	53.1%
2011	59,132	14,718	66,747	140,597	42.1%	10.5%	47.5%
2012	53,042	14,830	63,113	130,985	40.5%	11.3%	48.2%
2013	58,123	12,211	56,749	127,083	45.7%	9.6%	44.7%
2014	62,079	19,735	51,146	132,960	46.7%	14.8%	38.5%
2015	50,434	10,684	32,298	93,416	54.0%	11.4%	34.6%
2016	52,898	10,368	26,831	90,097	58.7%	11.5%	29.8%
2017	46,136	13,215	25,610	84,961	54.3%	15.6%	30.1%
2018	48,797	15,871	25,720	90,388	54.0%	17.6%	28.5%
2019	45,811	13,300	21,831	80,942	56.6%	16.4%	27.0%
2020	4,929	8,368	8,956	22,253	22.2%	37.6%	40.3%
2021	18,097	10,377	11,691	40,165	45.1%	25.8%	29.1%
2022	34,869	12,858	16,953	64,680	53.9%	19.9%	26.2%
2023	42,439	18,167	17,301	77,907	54.5%	23.3%	22.2%
Total/Average	1,004,845	317,279	1,011,322	2,333,446	44.3%	15.6%	40.1%

Appendix 25 – Number and Percent of All Inquiries where BCS was Unable to Open a PAR

Year	CAP inquiry/contact		Unable to open new PAR - service on		Termination or suspension of service**		Unable to open new PAR - service off		Total Inquiries where BCS was Unable to Open a PAR	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
2005*	5,441	5.0%	23,596	21.8%	29,614	27.3%	4,840	4.5%	63,491	58.6%
2006	5,301	5.8%	7,154	7.9%	24,118	26.5%	582	0.6%	37,155	40.8%
2007	7,145	9.0%	7,124	9.0%	19,287	24.3%	223	0.3%	33,779	42.6%
2008	7,931	12.8%	5,755	9.3%	19,953	29.0%	302	0.4%	33,941	51.5%
2009	13,953	18.5%	6,840	9.1%	15,053	20.0%	241	0.3%	36,087	47.9%
2010	13,462	17.3%	6,326	8.1%	17,586	22.6%	219	0.3%	37,593	48.3%
2011	12,332	18.5%	7,464	11.2%	12,204	18.3%	109	0.2%	32,109	48.2%
2012	10,065	16.0%	6,078	9.6%	9,666	15.3%	125	0.2%	25,934	41.1%
2013	11,475	20.2%	6,861	12.1%	7,986	14.1%	70	0.1%	26,392	46.5%
2014	8,076	15.8%	4,306	8.4%	7,638	14.9%	168	0.3%	20,188	39.4%
2015	7,961	24.7%	5,235	16.2%	5,898	18.3%	86	0.3%	19,180	59.5%
2016	6,694	25.0%	5,976	22.3%	3,771	14.1%	159	0.6%	16,600	62.0%
2017	6,638	25.9%	5,011	19.6%	3,510	13.7%	178	0.7%	15,337	59.9%
2018	5,944	23.1%	4,896	19.0%	3,244	12.6%	274	1.1%	14,358	55.8%
2019	3,946	18.1%	4,830	22.1%	3,998	18.3%	106	0.5%	12,880	59.0%
2020	235	2.6%	607	6.8%	1,341	15.0%	73	0.8%	2,256	25.2%
2021	355	3.0%	372	3.2%	1,899	16.2%	82	0.7%	2,708	23.1%
2022	1,344	7.9%	2,125	12.5%	3,532	20.8%	128	0.8%	7,129	42.0%
2023	1,484	8.6%	3,341	19.3%	3,160	18.3%	191	1.1%	8,176	47.3%
Total/Average	129,782	14.1%	113,897	12.4%	193,458	21.1%	8,156	0.9%	445,293	48.5%

*BCS started tracking these contact types in 2005.

**Includes requests for payment arrangements where service is in threat of termination, but the complainant doesn't qualify for a new PAR to maintain service.



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