

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/15/2025 2022 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg
Duquesne	\$ 688,141,228	\$ 16,619,579	2.42%	\$ 5,069,330	\$ 11,550,249	1.68%	30.50%	46,589	499,308	545,897
Met Ed	\$ 731,079,749	\$ 14,650,554	2.00%	\$ 1,828,766	\$ 12,821,788	1.75%	12.48%	150,582	364,644	515,226
PECO	\$ 2,954,041,551	\$ 38,151,800	1.29%	\$ 9,227,709	\$ 28,924,091	0.98%	24.19%	624,297	914,611	1,538,908
Penelec	\$ 636,217,593	\$ 15,056,177	2.37%	\$ 2,460,829	\$ 12,595,348	1.98%	16.34%	91,569	409,440	501,009
Penn Power	\$ 218,958,897	\$ 3,627,804	1.66%	\$ 587,139	\$ 3,040,665	1.39%	16.18%	33,252	115,675	148,927
PPL	\$ 2,443,754,604	\$ 49,258,466	2.02%	\$ 14,207,779	\$ 35,050,687	1.43%	28.84%	480,026	776,109	1,256,135
West Penn Pwr	\$ 783,519,557	\$ 14,287,659	1.82%	\$ 2,518,431	\$ 11,769,228	1.50%	17.63%	160,958	471,032	631,990
ELECTRIC	\$ 8,455,713,179	\$ 151,652,039	1.79%	\$ 35,899,983	\$ 115,752,056	1.37%	23.67%	1,587,273	3,550,819	5,138,092
Columbia	\$ 595,926,018	\$ 11,400,609	1.91%	\$ 4,019,524	\$ 7,381,085	1.24%	35.26%	404,836	4,775	409,611
NFG	\$ 194,858,772	\$ 3,515,466	1.80%	\$ 961,427	\$ 2,554,039	1.31%	27.35%	195,304	1,438	196,742
Peoples	\$ 648,509,452	\$ 10,664,332	1.64%	\$ 791,129	\$ 9,873,203	1.52%	7.42%	591,511	2,739	594,250
PGW	\$ 616,552,330	\$ 40,690,124	6.60%	\$ 5,341,150	\$ 35,348,974	5.73%	13.13%	472,835	14,500	487,335
UGI-Gas	\$ 699,559,163	\$ 27,178,194	3.89%	\$ 11,151,927	\$ 16,026,267	2.29%	41.03%	590,863	27,726	618,589
GAS	\$ 2,755,405,735	\$ 93,448,725	3.39%	\$ 22,265,157	\$ 71,183,568	2.58%	23.83%	2,255,349	51,178	2,306,527
TOTAL	\$ 11,211,118,914	\$ 245,100,764		\$ 58,165,140	\$ 186,935,624			3,842,622	3,601,997	7,444,619

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

2022 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg
Aqua	\$ 388,656,054	\$ 3,622,187	0.93%	\$ 1,379,084	\$ 2,243,103	0.58%	38.07%	3,223	409,375	412,598
PAWC	\$ 463,821,113	\$ 6,814,457	1.47%	\$ 542,480	\$ 6,271,977	1.35%	7.96%	111,033	531,743	642,776
PWSA	\$ 128,093,888	\$ 0	0.00%	\$ 0	\$ 0	0.00%	0.00%	2,111	97,072	99,183
Audubon	\$ 1,650,509	\$ 0	0.00%	\$ 0	\$ 0	0.00%	0.00%	0	2,695	2,695
Columbia Water	\$ 4,533,216	\$ 10,446	0.23%	\$ 0	\$ 10,446	0.23%	0.00%	0	10,886	10,886
Community Utilities	\$ 3,672,558	\$ 399,308	10.87%	\$ 0	\$ 399,308	10.87%	0.00%	0	2,651	2,651
Newtown Artesian	\$ 4,069,000	\$ 0	0.00%	\$ 0	\$ 0	0.00%	0.00%	0	9,658	9,658
Veolia Bethel (FKA Suez Bethel)	\$ 765,610	\$ 5,031	0.66%	\$ 1,079	\$ 3,952	0.52%	21.45%	161	2,291	2,452
Veolia PA (FKA Suez PA)	\$ 34,732,872	\$ 222,168	0.64%	\$ 88,982	\$ 133,186	0.38%	40.05%	821	58,105	58,926
York*	\$ 35,262,167	\$ 454,582	1.29%	\$ 37,776	\$ 416,806	1.18%	8.31%	12,632	54,582	67,214
Other Class A	\$ 84,685,932	\$ 1,091,535	1.29%	\$ 127,837	\$ 963,698	1.14%	11.71%	13,614	140,868	154,482
WATER	\$ 1,065,256,987	\$ 11,528,179	1.08%	\$ 2,049,401	\$ 9,478,778	0.89%	17.78%	129,981	1,179,058	1,309,039

*York Water started reporting heating customer data in April 2022, so the average is based on April-December 2022.

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/15/2025 2022 Company	Not on Arrangement # Overdue Cust. 12-Month Avg	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Arrearage / Avg Bill Ratio	Percent of Dollars Not on Arrangements	Percent of Overdue Customers Not on Arrangements	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg
Duquesne	55,521	10.17%	\$ 10,355,023	\$ 186.51	1.81	41.78%	81.05%	12,980	2.38%	\$ 14,426,679
Met Ed	53,429	10.37%	\$ 15,939,490	\$ 298.33	2.52	38.42%	70.98%	21,846	4.24%	\$ 25,552,301
PECO	239,601	15.57%	\$ 89,619,884	\$ 374.04	3.07	70.17%	83.39%	47,716	3.10%	\$ 38,106,281
Penelec	53,210	10.62%	\$ 15,887,235	\$ 298.58	2.81	35.16%	70.77%	21,977	4.39%	\$ 29,293,095
Penn Power	13,683	9.19%	\$ 4,396,210	\$ 321.29	2.62	34.92%	71.19%	5,537	3.72%	\$ 8,191,460
PPL	119,094	9.48%	\$ 60,276,159	\$ 506.12	3.16	52.01%	61.60%	74,227	5.91%	\$ 55,613,227
West Penn Pwr	59,493	9.41%	\$ 17,063,723	\$ 286.82	2.79	36.05%	72.79%	22,239	3.52%	\$ 30,263,316
ELECTRIC	594,031	11.56%	\$ 213,537,724	\$ 359.47	3.01	51.46%	74.20%	206,522	4.02%	\$ 201,446,359
Columbia	24,447	5.97%	\$ 4,461,475	\$ 182.50	1.49	23.34%	62.13%	14,899	3.64%	\$ 14,655,362
NFG	27,710	14.08%	\$ 8,308,116	\$ 299.82	3.67	74.49%	86.47%	4,337	2.20%	\$ 2,845,845
Peoples	78,396	13.19%	\$ 16,544,768	\$ 211.04	2.24	55.19%	85.71%	13,070	2.20%	\$ 13,432,408
PGW	123,086	25.26%	\$ 77,617,861	\$ 630.60	6.11	83.59%	91.07%	12,071	2.48%	\$ 15,242,680
UGI-Gas	63,769	10.31%	\$ 12,751,522	\$ 199.96	1.97	34.67%	74.97%	21,289	3.44%	\$ 24,023,204
GAS	317,408	13.76%	\$ 119,683,742	\$ 377.07	3.75	63.03%	82.86%	65,666	2.85%	\$ 70,199,499
TOTAL	911,439		\$ 333,221,466					272,188		\$ 271,645,858

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

2022 Company	Not on Arrangement # Overdue Cust. 12-Month Avg	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Arrearage / Avg Bill Ratio	Percent of Dollars Not on Arrangements	Percent of Overdue Customers Not on Arrangements	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg
Aqua	43,614	10.57%	\$ 5,031,580	\$ 115.37	1.49	32.15%	76.83%	13,150	3.19%	\$ 10,620,828
PAWC	88,518	13.77%	\$ 6,232,584	\$ 70.41	1.13	21.35%	79.32%	23,079	3.59%	\$ 22,955,081
PWSA	18,047	18.20%	\$ 10,577,516	\$ 586.11	5.08	67.01%	84.58%	3,291	3.32%	\$ 5,207,347
Audubon	100	3.71%	\$ 16,183	\$ 161.83	1.09	73.30%	92.59%	8	0.30%	\$ 5,895
Columbia Water	328	3.01%	\$ 16,479	\$ 50.24	1.14	78.61%	91.62%	30	0.28%	\$ 4,484
Community Utilities	488	18.41%	\$ 124,458	\$ 255.04	2.20	57.57%	79.48%	126	4.75%	\$ 91,723
Newtown Artesian	337	3.49%	\$ 51,494	\$ 152.80	2.94	96.11%	96.01%	14	0.14%	\$ 2,084
Veolia Bethel (FKA Suez Bethel)	169	6.89%	\$ 10,987	\$ 65.01	2.50	97.35%	100.00%	-	0.00%	\$ 299
Veolia PA (FKA Suez PA)	4,349	7.38%	\$ 386,288	\$ 88.82	1.85	72.52%	88.11%	587	1.00%	\$ 146,375
York*	7,336	10.91%	\$ 351,132	\$ 47.86	1.00	40.42%	89.12%	896	1.33%	\$ 517,682
Other Class A	13,107	8.48%	\$ 957,021	\$ 73.02	1.06	55.46%	88.75%	1,661	1.08%	\$ 768,542
WATER	163,286	12.47%	\$ 22,798,701	\$ 139.62	1.72	36.57%	79.86%	41,181	3.15%	\$ 39,551,798

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/15/2025 2022 Company	Arrangements Average Arrearage	Arrangements Arrearage/Avg Bill Ratio	Percent of Dollars on Arrangements	Percent of Overdue Customers on Arrangements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer
Duquesne	\$ 1,111.45	10.77	58.22%	18.95%	68,501	12.55%	\$ 24,781,702	\$ 361.77	3.50	30,467	5.58%
Met Ed	\$ 1,169.66	9.88	61.58%	29.02%	75,275	14.61%	\$ 41,491,791	\$ 551.20	4.66	28,816	5.59%
PECO	\$ 798.61	6.55	29.83%	16.61%	287,317	18.67%	\$ 127,726,165	\$ 444.55	3.64	75,689	4.92%
Penelec	\$ 1,332.90	12.55	64.84%	29.23%	75,187	15.01%	\$ 45,180,330	\$ 600.91	5.66	20,488	4.09%
Penn Power	\$ 1,479.40	12.05	65.08%	28.81%	19,220	12.91%	\$ 12,587,670	\$ 654.93	5.34	3,244	2.18%
PPL	\$ 749.23	4.68	47.99%	38.40%	193,321	15.39%	\$ 115,889,386	\$ 599.47	3.74	35,241	2.81%
West Penn Pwr	\$ 1,360.82	13.22	63.95%	27.21%	81,732	12.93%	\$ 47,327,039	\$ 579.05	5.63	21,021	3.33%
ELECTRIC	\$ 975.42	8.17	48.54%	25.80%	800,553	15.58%	\$ 414,984,083	\$ 518.37	4.34	214,966	4.18%
Columbia	\$ 983.65	8.05	76.66%	37.87%	39,346	9.61%	\$ 19,116,837	\$ 485.86	3.98	11,380	2.78%
NFG	\$ 656.18	8.04	25.51%	13.53%	32,047	16.29%	\$ 11,153,961	\$ 348.05	4.26	6,861	3.49%
Peoples	\$ 1,027.73	10.93	44.81%	14.29%	91,466	15.39%	\$ 29,977,176	\$ 327.74	3.48	15,335	2.58%
PGW	\$ 1,262.75	12.23	16.41%	8.93%	135,157	27.73%	\$ 92,860,541	\$ 687.06	6.65	14,410	2.96%
UGI-Gas	\$ 1,128.43	11.10	65.33%	25.03%	85,058	13.75%	\$ 36,774,726	\$ 432.35	4.25	26,882	4.35%
GAS	\$ 1,069.04	10.63	36.97%	17.14%	383,074	16.61%	\$ 189,883,241	\$ 495.68	4.93	74,868	3.25%
TOTAL					1,183,627		\$ 604,867,324			289,834	

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

2022 Company	Arrangements Average Arrearage	Arrangements Arrearage/Avg Bill Ratio	Percent of Dollars on Arrangements	Percent of Overdue Customers on Arrangements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer
Aqua	\$ 807.67	10.42	67.85%	23.17%	56,764	13.76%	\$ 15,652,408	\$ 275.75	3.56	5,585	1.35%
PAWC	\$ 994.63	15.96	78.65%	20.68%	111,597	17.36%	\$ 29,187,665	\$ 261.55	4.20	24,113	3.75%
PWSA	\$ 1,582.30	13.72	32.99%	15.42%	21,338	21.51%	\$ 15,784,863	\$ 739.75	6.41	440	0.44%
Audubon	\$ 736.88	4.98	26.70%	7.41%	108	4.01%	\$ 22,078	\$ 204.43	1.38	29	1.08%
Columbia Water	\$ 149.47	3.38	21.39%	8.38%	358	3.29%	\$ 20,963	\$ 58.56	1.33	264	2.43%
Community Utilities	\$ 727.96	6.27	42.43%	20.52%	614	23.16%	\$ 216,181	\$ 352.09	3.03	80	3.02%
Newtown Artesian	\$ 148.86	2.86	3.89%	3.99%	351	3.63%	\$ 53,578	\$ 152.64	2.94	14	0.14%
Veolia Bethel (FKA Suez Bethel)	\$ 0.00	-	2.65%	0.00%	169	6.89%	\$ 11,286	\$ 66.78	2.57	-	0.00%
Veolia PA (FKA Suez PA)	\$ 249.36	5.20	27.48%	11.89%	4,936	8.38%	\$ 532,663	\$ 107.91	2.25	570	0.97%
York*	\$ 577.77	12.04	59.58%	10.88%	8,232	12.25%	\$ 868,814	\$ 105.54	2.20	269	0.40%
Other Class A	\$ 462.70	6.72	44.54%	11.25%	14,768	9.56%	\$ 1,725,563	\$ 116.84	1.70	1,226	0.79%
WATER	\$ 960.44	11.86	63.43%	20.14%	204,467	15.62%	\$ 62,350,499	\$ 304.94	3.76	31,364	2.40%

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/15/2025 2022 Company	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants	Total \$ Security Deposits Applicants
Duquesne	23,976	78.69%	\$ 127.00	\$ 101.00	\$ 103.22	3.60%	\$ 6,032,358	4,618	\$ 2,112,270	13,333	\$ 2,334,266
Met Ed	25,389	88.11%	\$ 146.00	\$ 107.00	\$ 118.40	5.68%	\$ 17,345,552	9,836	\$ 8,625,549	28,260	\$ 6,437,879
PECO	62,113	82.06%	\$ 119.41	\$ 123.12	\$ 121.97	4.32%	\$ 17,290,479	20,874	\$ 13,937,030	24,601	\$ 4,672,880
Penelec	16,268	79.40%	\$ 134.00	\$ 100.00	\$ 106.21	7.10%	\$ 17,283,876	9,819	\$ 8,905,917	24,208	\$ 4,798,555
Penn Power	2,473	76.23%	\$ 167.00	\$ 110.00	\$ 122.73	5.75%	\$ 4,394,359	2,195	\$ 2,071,573	6,122	\$ 1,274,887
PPL	24,378	69.18%	\$ 196.00	\$ 138.00	\$ 160.16	4.74%	\$ 9,465,381	21,384	\$ 18,938,175	1,956	\$ 611,346
West Penn Pwr	17,148	81.58%	\$ 132.00	\$ 93.00	\$ 102.93	6.04%	\$ 16,640,374	9,408	\$ 8,244,768	26,229	\$ 4,892,299
ELECTRIC	171,745	79.89%	\$ 145.92	\$ 110.30	\$ 119.38	4.91%	\$ 88,452,379	78,134	\$ 62,835,282	124,709	\$ 25,022,112
Columbia	6,760	59.40%	\$ 123.00	\$ 51.00	\$ 122.16	3.21%	\$ 5,387,188	1,403	\$ 1,000,359	7,027	\$ 2,230,189
NFG	5,003	72.92%	\$ 81.96	\$ 36.45	\$ 81.63	5.72%	\$ 856,517	6,222	\$ 3,442,130	49	\$ 22,375
Peoples	11,840	77.21%	\$ 94.37	\$ 25.68	\$ 94.05	4.62%	\$ 4,690,985	21,750	\$ 13,383,214	9,672	\$ 1,644,301
PGW	9,716	67.43%	\$ 104.83	\$ 52.79	\$ 103.28	15.06%	\$ 854,301	19,422	\$ 17,819,804	5,510	\$ 1,483,416
UGI-Gas	19,924	74.12%	\$ 104.95	\$ 32.05	\$ 101.68	5.26%	\$ 6,455,365	9,951	\$ 7,780,343	41,417	\$ 7,751,692
GAS	53,243	71.12%	\$ 101.82	\$ 39.59	\$ 100.56	6.89%	\$ 18,244,356	58,748	\$ 43,425,850	63,675	\$ 13,131,973
TOTAL	224,988						\$ 106,696,735	136,882	\$ 106,261,132	188,384	\$ 38,154,085

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

2022 Company	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants	Total \$ Security Deposits Applicants
Aqua	4,879	87.36%	\$ 77.51	\$ 77.51	\$ 77.51	4.03%	\$ 2,587,570	3,845	\$ 1,668,900	0	\$ 0
PAWC	16,663	69.10%	\$ 59.00	\$ 63.00	\$ 62.31	6.29%	\$ 4,381,870	7,850	\$ 3,166,524	0	\$ 0
PWSA	151	34.32%	\$ 154.16	\$ 114.50	\$ 115.34	12.32%	\$ 1,038,235	5,214	\$ 7,768,998	0	\$ 0
Audubon	25	86.21%	\$ 148.00	\$ 148.00	\$ 148.00	1.34%	\$ 46,437	13	\$ 3,291	0	\$ 0
Columbia Water	228	86.36%	\$ 0.00	\$ 44.19	\$ 44.19	0.46%	\$ 25,929	83	\$ 7,932	131	\$ 6,550
Community Utilities	55	68.75%	\$ 0.00	\$ 116.02	\$ 116.02	5.89%	\$ 0	6	\$ 2,173	0	\$ 0
Newtown Artesian	9	64.29%	\$ 0.00	\$ 52.00	\$ 52.00	1.32%	\$ 11,000	21	\$ 835	0	\$ 0
Veolia Bethel (FKA Suez Bethel)	-	0.00%	\$ 26.02	\$ 26.02	\$ 26.02	1.47%	\$ 23,449	7	\$ 555	0	\$ 0
Veolia PA (FKA Suez PA)	386	67.72%	\$ 47.94	\$ 47.94	\$ 47.94	1.53%	\$ 1,450,991	436	\$ 52,908	0	\$ 0
York*	145	53.90%	\$ 48.00	\$ 48.00	\$ 48.00	2.46%	\$ 185,547	453	\$ 64,635	0	\$ 0
Other Class A	848	69.17%	\$ 38.57	\$ 68.88	\$ 68.88	2.04%	\$ 1,743,353	1,019	\$ 132,329	131	\$ 6,550
WATER	22,541	71.87%	\$ 82.31	\$ 80.97	\$ 81.01	5.85%	\$ 9,751,028	17,928	\$ 12,736,751	131	\$ 6,550

2022 Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/15/2025 2022 Company	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand
Duquesne	6,503	\$ 1,703,464	33,479	\$ 6,157,871
Met Ed	6,910	\$ 2,090,494	69,974	\$ 17,130,884
PECO	63,013	\$ 12,732,129	93,940	\$ 22,436,265
Penelec	5,728	\$ 1,587,336	55,989	\$ 12,529,873
Penn Power	1,254	\$ 342,231	14,815	\$ 3,191,052
PPL	671	\$ 243,962	2,904	\$ 818,889
West Penn Pwr	6,496	\$ 1,751,563	65,905	\$ 14,069,221
ELECTRIC	90,575	\$ 20,451,179	337,006	\$ 76,334,055
Columbia	2,320	\$ 662,574	13,947	\$ 1,232,702
NFG	109	\$ 29,402	188	\$ 55,503
Peoples	1,461	\$ 335,181	11,956	\$ 1,651,039
PGW	263	\$ 84,878	6,685	\$ 2,797,397
UGI-Gas	8,034	\$ 1,193,248	57,059	\$ 8,637,223
GAS	12,187	\$ 2,305,283	89,835	\$ 14,373,864
TOTAL	102,762	\$ 22,756,462	426,841	\$ 90,707,919

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

2022 Company	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand
Aqua	0	\$ 0	0	\$ 0
PAWC	0	\$ 0	0	\$ 0
PWSA	0	\$ 0	0	\$ 0
Audubon	0	\$ 0	0	\$ 0
Columbia Water	0	\$ 0	632	\$ 31,600
Community Utilities	0	\$ 0	0	\$ 0
Newtown Artesian	0	\$ 0	0	\$ 0
Veolia Bethel (FKA Suez Bethel)	0	\$ 0	0	\$ 0
Veolia PA (FKA Suez PA)	0	\$ 0	0	\$ 0
York*	0	\$ 0	0	\$ 0
Other Class A	-	\$ 0	632	\$ 31,600
WATER	-	\$ 0	632	\$ 31,600