

2024 RESIDENTIAL COLLECTIONS DATA REPORT

in accordance with
52 Pa. Code § 56.231
Utility Reporting Requirements

Bureau of Consumer Services
June 2025



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Introduction

This Residential Collections Data Report was prepared by the Public Utility Commission's (PUC's) Bureau of Consumer Services (BCS) with data reported by the major public utilities in accordance with 52 Pa. Code [§ 56.231 Reporting Utility Reporting Requirements](#). This is the first edition of the report in this format, which includes three years of data: 2022, 2023 and 2024. Data for prior years is archived on the [Quinquennial Report Pursuant to Section 1415](#) page of the PUC website.

The collections variable categories provide a comprehensive overview of collections performance for each major utility. [Appendix 1](#) of this report provides Data Dictionary, which outlines the definitions of the reporting requirements found in [Appendix C. Definitions \(§ 56.231\)](#). After the collections data is submitted, the PUC conducts a data validation process with the reporting utilities.

Industry averages are based on total scores and not on an average of company scores, except for the average bill data. Dollar amounts have been rounded to the nearest dollar. Annual totals and 12-month averages may vary slightly due to rounding. There may also be differences between similar metrics captured for individual public utilities in other PUC reports due to rounding.

[Frequency of Utility Reporting](#)

In accordance with 52 Pa Code §56.231, utilities must report total metrics for the previous year to the Commission by April 1, and monthly data by the 1st of each month to BCS.

[COVID-19 Pandemic and Impact on Data](#)

The data presented in this report cannot be adequately analyzed without first acknowledging the impact of the COVID-19 pandemic. The global pandemic resulted in operational adjustments at the public utilities, which may have influenced collections metrics reported by utilities compared to previous years. The COVID-19 pandemic continued to impact some of the metrics for 2022, but the 2023 metrics showed minimal impact. It is recommended that readers of this report also refer to the [2019 Residential Collections Data](#) as a companion to this report for additional context.

[Applicability](#)

Major Electric Utilities – The major electric distribution companies (EDCs) subject to § 56.231 reporting requirements include Duquesne Light Co. (Duquesne), Metropolitan Edison Co. (Met-Ed), PECO Energy Company (PECO), Pennsylvania Electric Co. (Penelec), Pennsylvania Power Co. (Penn Power), PPL Electric Utilities Corp. (PPL), and West Penn Power Co. (West Penn). PECO reports it cannot accurately separate past due balances for combination/electric and gas customers by energy type; therefore, PECO's statistics include data for both electric and gas service.

On Dec. 7, 2023, the Commission approved a [joint settlement](#) that addressed all issues related to the consolidation of Met-Ed, Penelec, Penn Power and West Penn into the FirstEnergy Pennsylvania Electric Company. Under the terms of the settlement, the current rate structure of each rate district will continue over a period covering three rate cases filed on or after Jan. 1, 2025, or ten years from the date of the Commission's approval of the merger, whichever comes first. In the meantime, the FirstEnergy data is being reported separately for each individual rate district.

Major Natural Gas Utilities – The major natural gas distribution companies (NGDCs) subject to § 56.231 reporting include Columbia Gas of Pennsylvania (Columbia Gas), National Fuel Gas Distribution Corp. (NFG), Peoples Natural Gas Co. (Peoples), Philadelphia Gas Works (PGW), UGI Utilities, Inc. (UGI-Gas), and UGI Penn Natural Gas (UGI Penn Natural).

Major Water Utilities – The non-municipal large water utilities subject to § 56.231 reporting include 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).

[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 and 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; therefore, PWSA is also subject to § 56.231 reporting requirements and its data is included in this report.

On July 19, 2023, at Docket No. [A-2022-3035967](#), et al., the Commission approved the merger of Veolia Water’s separate Veolia PA and Veolia Bethel rate districts into a single rate district known as Veolia Water Pennsylvania, Inc., effective June 30, 2023. However, the collections data continued to be reported separately for Veolia Bethel through Dec. 31, 2023. The collections data for Veolia PA did not include Veolia Bethel until Jan. 1, 2024.

Data representing water industry averages includes combined data for all water utilities (the individual data for Aqua, PAWC and PWSA, as well as the combined data from the “Other Class A” utilities).

Residential Collections Data

The **Annual Residential Billings** (revenues) shown below represents the total amount of the residential billings for the calendar years shown.

Annual Residential Billings – Major Utilities

Electric	2022	2023	2024
Duquesne	\$688,141,228	\$748,833,091	\$785,671,021
Met-Ed	\$731,079,749	\$856,272,371	\$905,596,588
PECO*	\$2,954,041,551	\$3,036,547,075	\$2,990,011,690
Penelec	\$636,217,593	\$735,510,855	\$774,720,961
Penn Power	\$218,958,897	\$245,784,528	\$255,028,338
PPL	\$2,443,754,604	\$2,704,883,566	\$2,459,829,801
West Penn	\$783,519,557	\$906,438,333	\$939,467,239
Industry Total	\$8,455,713,179	\$9,234,269,819	\$9,110,325,638
Gas	2022	2023	2024
Columbia Gas	\$595,926,018	\$594,146,770	\$524,472,806
NFG	\$194,858,772	\$180,667,743	\$142,464,678
Peoples	\$648,509,452	\$543,417,286	\$464,769,356
PGW	\$616,552,330	\$554,608,647	\$640,715,549
UGI-Gas	\$699,559,163	\$703,938,242	\$608,669,385
Industry Total	\$2,755,405,735	\$2,576,778,688	\$2,381,091,774
Water	2022	2023	2024
Large Water:			
Aqua	\$388,656,054	\$408,371,850	\$441,850,651
PAWC	\$463,821,113	\$524,986,785	\$563,198,857
PWSA	\$128,093,888	\$131,460,758	\$143,143,626
Other Class A:			
Audubon	\$1,650,509	\$1,670,052	\$1,786,171
Columbia Water	\$4,533,216	\$4,649,744	\$5,294,826
Community Utilities	\$3,672,558	\$3,671,422	\$4,229,971
Newtown Artesian	\$4,069,000	\$4,042,000	\$4,171,498
Veolia Bethel**	\$765,610	\$764,899	n/a
Veolia PA**	\$34,732,872	\$34,887,981	\$37,694,495
York	\$35,262,167	\$39,873,553	\$41,327,338
Industry Total	\$1,065,256,987	\$1,154,379,044	\$1,242,697,433

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The **Annual Gross Residential Write-Off – Dollars and Ratios** shown below represents the total dollar amount of the gross residential write-offs and the gross write-offs ratio, which is calculated by dividing the annual gross residential write-off dollars by the annual residential billings (revenues), for the calendar years shown.

Annual Gross Residential Write-Off – Dollars and Ratios – Major Utilities

Electric	2022		2023		2024	
	Dollars	Ratio	Dollars	Ratio	Dollars	Ratio
Duquesne	\$16,619,579	2.42%	\$16,775,045	2.24%	\$17,523,886	2.23%
Met-Ed	\$14,650,554	2.00%	\$13,479,716	1.57%	\$15,573,084	1.72%
PECO*	\$38,151,800	1.29%	\$44,609,407	1.47%	\$33,095,926	1.11%
Penelec	\$15,056,177	2.37%	\$15,042,797	2.05%	\$16,546,520	2.14%
Penn Power	\$3,627,804	1.66%	\$3,617,934	1.47%	\$4,092,212	1.60%
PPL	\$49,258,466	2.02%	\$60,458,291	2.24%	\$87,927,829	3.57%
West Penn	\$14,287,659	1.82%	\$13,446,408	1.48%	\$15,008,156	1.60%
Industry Total	\$151,652,039	1.79%	\$167,429,598	1.81%	\$189,767,613	2.08%
Gas	2022		2023		2024	
	Dollars	Ratio	Dollars	Ratio	Dollars	Ratio
Columbia Gas	\$11,400,609	1.91%	\$11,643,805	1.96%	\$11,411,718	2.18%
NFG	\$3,515,466	1.80%	\$3,459,665	1.91%	\$3,968,354	2.79%
Peoples	\$10,664,332	1.64%	\$12,498,986	2.30%	\$11,234,638	2.42%
PGW	\$40,690,124	6.60%	\$49,496,476	8.92%	\$46,118,331	7.20%
UGI-Gas	\$27,178,194	3.89%	\$35,689,027	5.07%	\$40,849,610	6.71%
Industry Total	\$93,448,725	3.39%	\$112,787,959	4.38%	\$113,582,651	4.77%
Water	2022		2023		2024	
	Dollars	Ratio	Dollars	Ratio	Dollars	Ratio
Large Water:						
Aqua	\$3,622,187	0.93%	\$3,792,976	0.93%	\$4,056,577	0.92%
PAWC	\$6,814,457	1.47%	\$6,959,636	1.33%	\$8,079,772	1.43%
PWSA	\$0	0.00%	\$0	0.00%	\$187,097	0.13%
Other Class A:						
Audubon	\$0	0.00%	\$3,053	0.18%	\$0	0.00%
Columbia Water	\$10,446	0.23%	\$6,742	0.14%	\$8,299	0.16%
Community Utilities	\$399,308	10.87%	\$468,956	12.77%	\$522,422	12.35%
Newtown Artesian	\$0	0.00%	\$0	0.00%	\$0	0.00%
Veolia Bethel**	\$5,031	0.66%	\$5,750	0.75%	n/a	n/a
Veolia PA**	\$222,168	0.64%	\$270,950	0.78%	\$268,661	0.71%
York	\$454,582	1.29%	\$388,056	0.97%	\$461,202	1.12%
Industry Total	\$11,528,179	1.08%	\$11,896,119	1.03%	\$13,584,030	1.09%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Residential Recovery – Dollars and Rates**, for the calendar years shown. The residential recovery dollars is calculated by subtracting the annual net residential write-off dollars from the annual gross residential write-off dollars. The residential recovery rate is calculated by dividing the residential recovery dollars by the annual gross residential write-off dollars.

Residential Recovery – Dollars and Rates – Major Utilities

Electric	2022		2023		2024	
	Dollars	Rate	Dollars	Rate	Dollars	Rate
Duquesne	\$5,069,330	30.50%	\$5,003,589	29.83%	\$5,479,303	31.27%
Met-Ed	\$1,828,766	12.48%	\$1,772,404	13.15%	\$3,324,126	21.35%
PECO*	\$9,227,709	24.19%	\$10,577,297	23.71%	\$12,529,895	37.86%
Penelec	\$2,460,829	16.34%	\$2,228,593	14.82%	\$3,505,680	21.19%
Penn Power	\$587,139	16.18%	\$586,340	16.21%	\$934,407	22.83%
PPL	\$14,207,779	28.84%	\$14,627,034	24.19%	\$19,587,050	22.28%
West Penn	\$2,518,431	17.63%	\$2,464,600	18.33%	\$3,341,834	22.27%
Industry Total	\$35,899,983	23.67%	\$37,259,857	22.25%	\$48,702,295	25.66%
Gas	2022		2023		2024	
	Dollars	Rate	Dollars	Rate	Dollars	Rate
Columbia Gas	\$4,019,524	35.26%	\$3,520,934	30.24%	\$4,547,371	39.85%
NFG	\$961,427	27.35%	\$739,679	21.38%	\$770,392	19.41%
Peoples	\$791,129	7.42%	\$879,502	7.04%	\$2,399,830	21.36%
PGW	\$5,341,150	13.13%	\$5,100,835	10.31%	\$5,772,166	12.52%
UGI-Gas	\$11,151,927	41.03%	\$14,171,946	39.71%	\$21,975,772	53.80%
Industry Total	\$22,265,157	23.83%	\$24,412,896	21.64%	\$35,465,531	31.22%
Water	2022		2023		2024	
	Dollars	Rate	Dollars	Rate	Dollars	Rate
Large Water:						
Aqua	\$1,379,084	38.07%	\$950,929	25.07%	\$1,173,719	28.93%
PAWC	\$542,480	7.96%	\$431,345	6.20%	\$509,838	6.31%
PWSA	\$0	0.00%	\$0	0.00%	\$187,097	100.00%
Other Class A:						
Audubon	\$0	0.00%	\$0	0.00%	\$0	0.00%
Columbia Water	\$0	0.00%	\$0	0.00%	\$0	0.00%
Community Utilities	\$0	0.00%	\$0	0.00%	\$0	0.00%
Newtown Artesian	\$0	0.00%	\$0	0.00%	\$0	0.00%
Veolia Bethel**	\$1,079	21.45%	\$884	15.37%	n/a	n/a
Veolia PA**	\$88,982	40.05%	\$55,826	20.60%	\$40,223	14.97%
York	\$37,776	8.31%	\$23,973	6.18%	\$28,240	6.12%
Industry Total	\$2,049,401	17.78%	\$1,462,957	12.30%	\$1,939,117	14.27%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The **Annual Net Residential Write-Off – Dollars and Ratios** shown below represents the total dollar amount of the net residential write-offs and the net write-offs ratio, which is calculated by dividing the annual net residential write-off dollars by the annual residential billings (revenues), for the calendar years shown.

Annual Net Residential Write-Off – Dollars and Ratios – Major Utilities

Electric	2022		2023		2024	
	Dollars	Ratio	Dollars	Ratio	Dollars	Ratio
Duquesne	\$11,550,249	1.68%	\$11,771,456	1.57%	\$12,044,583	1.53%
Met-Ed	\$12,821,788	1.75%	\$11,707,312	1.37%	\$12,248,958	1.35%
PECO*	\$28,924,091	0.98%	\$34,032,110	1.12%	\$20,566,031	0.69%
Penelec	\$12,595,348	1.98%	\$12,814,204	1.74%	\$13,040,840	1.68%
Penn Power	\$3,040,665	1.39%	\$3,031,594	1.23%	\$3,157,805	1.24%
PPL	\$35,050,687	1.43%	\$45,831,257	1.69%	\$68,340,779	2.78%
West Penn	\$11,769,228	1.50%	\$10,981,808	1.21%	\$11,666,322	1.24%
Industry Total	\$115,752,056	1.37%	\$130,169,741	1.41%	\$141,065,318	1.55%
Gas	2022		2023		2024	
	Dollars	Ratio	Dollars	Ratio	Dollars	Ratio
Columbia Gas	\$7,381,085	1.24%	\$8,122,871	1.37%	\$6,864,347	1.31%
NFG	\$2,554,039	1.31%	\$2,719,986	1.51%	\$3,197,962	2.24%
Peoples	\$9,873,203	1.52%	\$11,619,484	2.14%	\$8,834,808	1.90%
PGW	\$35,348,974	5.73%	\$44,395,641	8.00%	\$40,346,165	6.30%
UGI-Gas	\$16,026,267	2.29%	\$21,517,081	3.06%	\$18,873,838	3.10%
Industry Total	\$71,183,568	2.58%	\$88,375,063	3.43%	\$78,117,120	3.28%
Water	2022		2023		2024	
	Dollars	Ratio	Dollars	Ratio	Dollars	Ratio
Large Water:						
Aqua	\$2,243,103	0.58%	\$2,842,047	0.70%	\$2,882,858	0.65%
PAWC	\$6,271,977	1.35%	\$6,528,291	1.24%	\$7,569,934	1.34%
PWSA	\$0	0.00%	\$0	0.00%	\$0	0.00%
Other Class A:						
Audubon	\$0	0.00%	\$3,053	0.18%	\$0	0.00%
Columbia Water	\$10,446	0.23%	\$6,742	0.14%	\$8,299	0.16%
Community Utilities	\$399,308	10.87%	\$468,956	12.77%	\$522,422	12.35%
Newtown Artesian	\$0	0.00%	\$0	0.00%	\$0	0.00%
Veolia Bethel**	\$3,952	0.52%	\$4,866	0.64%	n/a	n/a
Veolia PA**	\$133,186	0.38%	\$215,124	0.62%	\$228,438	0.61%
York	\$416,806	1.18%	\$364,083	0.91%	\$432,962	1.05%
Industry Total	\$9,478,778	0.89%	\$10,433,162	0.90%	\$11,644,913	0.94%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Residential Customers – Heating, Non-Heating and Total** for the major electric and gas utilities, which has 12-month averages for residential heating customers, residential non-heating customers, and total residential customers, for the calendar years shown.

Residential Customers – Heating, Non-Heating and Total – Major Electric & Gas Utilities

Electric	2022			2023			2024		
	Heating	Non-Heating	Total	Heating	Non-Heating	Total	Heating	Non-Heating	Total
Duquesne	46,589	499,308	545,897	49,029	499,043	548,072	52,611	497,826	550,437
Met-Ed	150,582	364,644	515,226	155,059	363,107	518,166	158,760	362,213	520,973
PECO*	624,297	914,611	1,538,908	632,316	916,224	1,548,540	635,666	918,901	1,554,567
Penelec	91,569	409,440	501,009	94,476	406,299	500,775	96,612	403,797	500,409
Penn Power	33,252	115,675	148,927	34,393	115,292	149,685	35,265	114,988	150,253
PPL	480,026	776,109	1,256,135	488,811	773,306	1,262,117	497,070	770,616	1,267,686
West Penn	160,958	471,032	631,990	164,969	467,910	632,879	168,207	466,170	634,377
Industry Total	1,587,273	3,550,819	5,138,092	1,619,053	3,541,181	5,160,234	1,644,191	3,534,511	5,178,702
Gas	2022			2023			2024		
	Heating	Non-Heating	Total	Heating	Non-Heating	Total	Heating	Non-Heating	Total
Columbia Gas	404,836	4,775	409,611	406,662	4,617	411,279	408,470	4,519	412,989
NFG	195,304	1,438	196,742	194,977	1,434	196,411	195,189	1,440	196,629
Peoples	591,511	2,739	594,250	591,954	2,704	594,658	593,383	2,681	596,064
PGW	472,835	14,500	487,335	469,981	13,724	483,705	468,588	13,005	481,593
UGI-Gas	590,863	27,726	618,589	598,352	26,562	624,914	604,555	25,734	630,289
Industry Total	2,255,349	51,178	2,306,527	2,261,926	49,041	2,310,967	2,270,185	47,379	2,317,564

*PECO's data includes electric and gas.

The following table shows the **Residential Customers – Heating, Non-Heating and Total** for the major water utilities, which has 12-month averages for the residential heating customers, residential non-heating customers, and total residential customers, for the calendar years shown.

Residential Customers – Heating, Non-Heating and Total – Major Water Utilities

Water	2022			2023			2024		
	Heating	Non-Heating	Total	Heating	Non-Heating	Total	Heating	Non-Heating	Total
Large Water:									
Aqua	3,223	409,375	412,598	3,154	412,277	415,431	3,514	415,579	419,093
PAWC	111,033	531,743	642,776	102,471	547,485	649,956	112,536	539,182	651,718
PWSA	2,111	97,072	99,183	2,218	98,768	100,986	2,487	98,313	100,800
Other Class A:									
Audubon	0	2,695	2,695	0	2,655	2,655	0	2,656	2,656
Columbia Water	0	10,886	10,886	0	11,460	11,460	0	11,570	11,570
Community Utilities	0	2,651	2,651	0	2,657	2,657	0	2,662	2,662
Newtown Artesian	0	9,658	9,658	0	9,684	9,684	0	9,737	9,737
Veolia Bethel*	161	2,291	2,452	161	2,292	2,453	n/a	n/a	n/a
Veolia PA*	821	58,105	58,926	821	58,631	59,452	982	61,357	62,339
York	12,632**	54,582	67,214	12,832	52,069	64,901	12,887	52,917	65,804
Industry Total	129,981	1,179,058	1,309,039	121,657	1,197,978	1,319,635	132,406	1,193,973	1,326,379

*The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

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

The following table shows the **Not on Arrangement – Overdue Customers and Overdue Percents**, for the calendar years shown. The not on arrangement overdue customers is a 12-month average. The not on arrangement overdue percent is calculated by dividing the not on arrangement overdue customers by the total residential customers.

Not on Arrangement – Overdue Customers and Percent Overdue – Major Utilities

Electric	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Duquesne	55,521	10.17%	57,525	10.50%	54,888	9.97%
Met-Ed	53,429	10.37%	55,158	10.64%	56,246	10.80%
PECO*	239,601	15.57%	242,342	15.65%	242,872	15.62%
Penelec	53,210	10.62%	54,835	10.95%	56,401	11.27%
Penn Power	13,683	9.19%	13,926	9.30%	14,294	9.51%
PPL	119,094	9.48%	147,251	11.67%	121,043	9.55%
West Penn	59,493	9.41%	60,636	9.58%	63,351	9.99%
Industry Total	594,031	11.56%	631,673	12.24%	609,095	11.76%
Gas	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Columbia Gas	24,447	5.97%	24,149	5.87%	25,525	6.18%
NFG	27,710	14.08%	25,160	12.81%	24,606	12.51%
Peoples	78,396	13.19%	71,907	12.09%	70,261	11.79%
PGW	123,086	25.26%	98,775	20.42%	93,913	19.50%
UGI-Gas	63,769	10.31%	62,473	10.00%	55,272	8.77%
Industry Total	317,408	13.76%	282,464	12.22%	269,577	11.63%
Water	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Large Water:						
Aqua	43,614	10.57%	43,160	10.39%	40,282	9.61%
PAWC	88,518	13.77%	85,830	13.21%	88,615	13.60%
PWSA	18,047	18.20%	10,776	10.67%	9,517	9.44%
Other Class A:						
Audubon	100	3.71%	73	2.75%	85	3.20%
Columbia Water	328	3.01%	294	2.57%	332	2.87%
Community Utilities	488	18.41%	450	16.94%	437	16.42%
Newtown Artesian	337	3.49%	321	3.31%	292	3.00%
Veolia Bethel**	169	6.89%	168	6.85%	n/a	n/a
Veolia PA**	4,349	7.38%	4,463	7.51%	4,684	7.51%
York	7,336	10.91%	7,977	12.29%	8,240	12.52%
Industry Total	163,286	12.47%	153,512	11.63%	152,484	11.50%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Not on Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios** for the major electric and gas utilities, for the calendar years shown. The not on arrangement overdue dollars is a 12-month average. The not on arrangement average arrearage is calculated by dividing the not on arrangement overdue dollars by the not on arrangement overdue customers. The not on arrangement average bill ratio is calculated by dividing the not on arrangement average arrearage by the total average bill.

Not on Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios – Major Electric & Gas Utilities

Electric	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Duquesne	\$10,355,023	\$186.51	1.81	\$11,767,466	\$204.56	1.82	\$10,611,351	\$193.33	1.65
Met-Ed	\$15,939,490	\$298.33	2.52	\$18,296,747	\$331.72	2.40	\$18,587,002	\$330.46	2.28
PECO*	\$89,619,884	\$374.04	3.07	\$94,018,435	\$387.96	3.13	\$117,987,288	\$485.80	3.99
Penelec	\$15,887,235	\$298.58	2.81	\$18,309,954	\$333.91	2.73	\$18,267,056	\$323.88	2.52
Penn Power	\$4,396,210	\$321.29	2.62	\$4,808,940	\$345.32	2.52	\$4,701,799	\$328.94	2.33
PPL	\$60,276,159	\$506.12	3.16	\$108,064,123	\$733.88	4.14	\$79,718,141	\$658.59	4.13
West Penn	\$17,063,723	\$286.82	2.79	\$18,797,219	\$310.00	2.59	\$19,111,246	\$301.67	2.44
Industry Total	\$213,537,724	\$359.47	3.01	\$274,062,884	\$433.87	3.27	\$268,983,883	\$441.61	3.30
Gas	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Columbia Gas	\$4,461,475	\$182.50	1.49	\$4,835,267	\$200.23	1.65	\$4,422,336	\$173.26	1.63
NFG	\$8,308,116	\$299.82	3.67	\$6,702,962	\$266.41	3.51	\$5,005,538	\$203.43	3.30
Peoples	\$16,544,768	\$211.04	2.24	17,729,280	\$246.56	3.13	\$12,553,745	\$178.67	2.70
PGW	\$77,617,861	\$630.60	6.11	\$63,377,512	\$641.64	6.95	\$46,785,160	\$498.18	5.92
UGI-Gas	\$12,751,522	\$199.96	1.97	\$13,409,575	\$214.65	2.13	\$10,301,487	\$186.38	2.30
Industry Total	\$119,683,742	\$377.07	3.75	\$106,054,596	\$375.46	4.00	\$79,068,266	\$293.30	3.67

*PECO's data includes electric and gas.

The following table shows the **Not on Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios** for the major water utilities, for the calendar years shown. The not on arrangement overdue dollars is a 12-month average. The not on arrangement average arrearage is calculated by dividing the not on arrangement overdue dollars by the not on arrangement overdue customers. The not on arrangement average bill ratio is calculated by dividing the not on arrangement average arrearage by the total average bill.

Not on Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios – Major Water Utilities

Water	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Large Water:									
Aqua	\$5,031,580	\$115.37	1.49	\$5,327,651	\$123.44	1.43	\$5,027,726	\$124.81	1.11
PAWC	\$6,232,584	\$70.41	1.13	\$7,170,347	\$83.54	1.22	\$9,394,632	\$106.02	1.37
PWSA	\$10,577,516	\$586.11	5.08	\$9,622,600	\$892.97	8.18	\$9,769,619	\$1,026.54	8.64
Other Class A:									
Audubon	\$16,183	\$161.83	1.09	\$10,273	\$140.73	0.90	\$11,700	\$137.65	0.82
Columbia Water	\$16,479	\$50.24	1.14	\$13,499	\$45.91	0.96	\$21,900	\$65.96	1.36
Community Utilities	\$124,458	\$255.04	2.20	\$115,731	\$257.18	2.21	\$120,733	\$276.28	2.08
Newtown Artesian	\$51,494	\$152.80	2.94	\$55,223	\$172.03	3.37	\$46,154	\$158.06	1.45
Veolia Bethel*	\$10,987	\$65.01	2.50	\$11,410	\$67.92	2.61	n/a	n/a	n/a
Veolia PA*	\$386,288	\$88.82	1.85	\$366,543	\$82.13	1.68	\$371,613	\$79.34	1.61
York	\$351,132	\$47.86	1.00	\$429,829	\$53.88	1.02	\$465,288	\$56.47	1.09
Industry Total	\$22,798,701	\$139.62	1.72	\$23,123,106	\$150.63	1.80	\$25,229,365	\$165.46	1.70

*The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **On Arrangement – Overdue Customers and Overdue Percents**, for the calendar years shown. The on arrangement overdue customers is a 12-month average. The on arrangement overdue percent is calculated by dividing the on arrangement overdue customers by the total residential customers.

On Arrangement – Overdue Customers and Overdue Percents – Major Utilities

Electric	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Duquesne	12,980	2.38%	12,237	2.23%	11,587	2.11%
Met-Ed	21,846	4.24%	23,488	4.53%	25,296	4.86%
PECO*	47,716	3.10%	34,899	2.25%	36,673	2.36%
Penelec	21,977	4.39%	23,186	4.63%	24,614	4.92%
Penn Power	5,537	3.72%	5,700	3.81%	5,831	3.88%
PPL	74,227	5.91%	77,664	6.15%	90,621	7.15%
West Penn	22,239	3.52%	23,971	3.79%	24,885	3.92%
Industry Total	206,522	4.02%	201,145	3.90%	219,507	4.24%
Gas	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Columbia Gas	14,899	3.64%	15,631	3.80%	14,568	3.53%
NFG	4,337	2.20%	5,725	2.91%	5,587	2.84%
Peoples	13,070	2.20%	14,012	2.36%	13,539	2.27%
PGW	12,071	2.48%	18,060	3.73%	19,535	4.06%
UGI-Gas	21,289	3.44%	24,390	3.90%	22,644	3.59%
Industry Total	65,666	2.85%	77,818	3.37%	75,873	3.27%
Water	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Large Water:						
Aqua	13,150	3.19%	14,421	3.47%	13,713	3.27%
PAWC	23,079	3.59%	22,798	3.51%	22,456	3.45%
PWSA	3,291	3.32%	4,632	4.59%	5,477	5.43%
Other Class A:						
Audubon	8	0.30%	7	0.26%	5	0.19%
Columbia Water	30	0.28%	23	0.20%	15	0.13%
Community Utilities	126	4.75%	127	4.78%	118	4.43%
Newtown Artesian	14	0.14%	15	0.15%	13	0.13%
Veolia Bethel	0	0.00%	0	0.00%	n/a	n/a
Veolia PA	587	1.00%	380	0.64%	75	0.12%
York	896	1.33%	1,051	1.62%	1,401	2.13%
Industry Total	41,181	3.15%	43,454	3.29%	43,273	3.26%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **On Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios** for the major electric and gas utilities, for the calendar years shown. The on arrangement overdue dollars is a 12-month average. The on arrangement average arrearage is calculated by dividing the on arrangement overdue dollars by the on arrangement overdue customers. The on arrangement average bill ratio is calculated by dividing the on arrangement average arrearage by the total average bill.

On Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios – Major Electric & Gas Utilities

Electric	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Duquesne	\$14,426,679	1,111.45	10.77	\$11,144,819	\$910.75	8.11	\$9,974,506	\$860.84	7.34
Met-Ed	\$25,552,301	\$1,169.66	9.88	\$24,759,042	\$1,054.11	7.64	\$27,763,985	\$1,097.56	7.58
PECO*	\$38,106,281	\$798.61	6.55	\$27,571,450	\$790.04	6.37	\$37,398,565	\$1,019.78	8.38
Penelec	\$29,293,095	\$1,332.90	12.55	\$27,355,480	\$1,179.83	9.66	\$29,347,494	\$1,192.31	9.26
Penn Power	\$8,191,460	\$1,479.40	12.05	\$7,537,968	\$1,322.45	9.67	\$7,360,105	\$1,262.24	8.92
PPL	\$55,613,227	\$749.23	4.68	\$71,455,765	\$920.06	5.19	\$79,322,246	\$875.32	5.49
West Penn	\$30,263,316	1,360.82	13.22	\$27,597,839	\$1,151.30	9.64	\$28,871,778	\$1,160.21	9.39
Industry Total	\$201,446,359	\$975.42	8.17	\$197,422,363	\$981.49	7.39	\$220,038,679	\$1,002.42	7.49
Gas	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Columbia Gas	\$14,655,362	\$983.65	8.05	15,120,313	\$967.33	7.98	\$13,195,838	\$905.81	8.52
NFG	\$2,845,845	\$656.18	8.04	\$3,607,268	\$630.09	8.30	\$3,278,574	\$586.82	9.53
Peoples	\$13,432,408	\$1,027.73	10.93	15,385,448	\$1,098.02	13.93	\$12,666,678	\$935.57	14.16
PGW	\$15,242,680	1,262.75	12.23	\$16,751,987	\$927.57	10.05	\$15,641,937	\$800.71	9.52
UGI-Gas	\$24,023,204	1,128.43	11.10	\$26,370,075	\$1,081.18	10.72	\$21,703,080	\$958.45	11.80
Industry Total	\$70,199,499	\$1,069.04	10.63	\$77,235,091	\$992.51	10.58	\$66,486,107	\$876.28	10.97

*PECO's data includes electric and gas.

The following table shows the **On Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios** for the major water utilities, for the calendar years shown. The on arrangement overdue dollars is a 12-month average. The on arrangement average arrearage is calculated by dividing the on arrangement overdue dollars by the on arrangement overdue customers. The on arrangement average bill ratio is calculated by dividing the on arrangement average arrearage by the total average bill.

On Arrangement – Overdue Dollars, Average Arrearages and Average Bill Ratios – Major Water Utilities

Water	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Large Water:									
Aqua	\$10,620,828	\$807.67	10.42	\$10,767,439	\$746.65	8.63	\$9,469,621	\$690.56	6.16
PAWC	\$22,955,081	\$994.63	15.96	\$19,985,270	\$876.62	12.79	\$20,144,566	\$897.07	11.56
PWSA	\$5,207,347	\$1,582.30	13.72	\$8,310,796	1,794.21	16.44	\$9,928,651	\$1,812.79	15.25
Other Class A:									
Audubon	\$5,895	\$736.88	4.98	\$3,805	\$543.57	3.46	\$3,515	\$703.00	4.18
Columbia Water	\$4,484	\$149.47	3.38	\$1,944	\$84.52	1.77	\$2,279	\$151.93	3.14
Community Utilities	\$91,723	\$727.96	6.27	\$73,041	\$575.13	4.94	\$67,183	\$569.35	4.28
Newtown Artesian	\$2,084	\$148.86	2.86	\$2,262	\$150.80	2.96	\$2,074	\$159.54	1.47
Veolia Bethel*	\$299	\$0.00	0.00	\$23	\$0.00	0.00	n/a	n/a	n/a
Veolia PA*	\$146,375	\$249.36	5.20	\$100,552	\$264.61	5.41	\$13,688	\$182.51	3.71
York	\$517,682	\$577.77	12.04	\$720,643	\$685.67	12.94	\$1,118,789	\$798.56	15.36
Industry Total	\$39,551,798	\$960.44	11.86	\$39,965,775	\$919.73	10.96	\$40,750,366	\$941.70	9.70

*The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Percent of Overdue Customers – Not On and On Arrangement**, for the calendar years shown. The not on arrangement percent of overdue customers is calculated by dividing the not on arrangement overdue customers by the total overdue customers. The on arrangement percent of overdue customers is calculated by dividing the on arrangement overdue customers by the total overdue customers.

Percent of Overdue Customers – Not On and On Arrangement – Major Utilities

Electric	2022		2023		2024	
	Not On	On	Not On	On	Not On	On
Duquesne	81.05%	18.95%	82.46%	17.54%	82.57%	17.43%
Met-Ed	70.98%	29.02%	70.13%	29.87%	68.98%	31.02%
PECO*	83.39%	16.61%	87.41%	12.59%	86.88%	13.12%
Penelec	70.77%	29.23%	70.28%	29.72%	69.62%	30.38%
Penn Power	71.19%	28.81%	70.96%	29.04%	71.03%	28.97%
PPL	61.60%	38.40%	65.47%	34.53%	57.19%	42.81%
West Penn	72.79%	27.21%	71.67%	28.33%	71.80%	28.20%
Industry Total	74.20%	25.80%	75.85%	24.15%	73.51%	26.49%
Gas	2022		2023		2024	
	Not On	On	Not On	On	Not On	On
Columbia Gas	62.13%	37.87%	60.71%	39.29%	63.66%	36.34%
NFG	86.47%	13.53%	81.46%	18.54%	81.50%	18.50%
Peoples	85.71%	14.29%	83.69%	16.31%	83.84%	16.16%
PGW	91.07%	8.93%	84.54%	15.46%	82.78%	17.22%
UGI-Gas	74.97%	25.03%	71.92%	28.08%	70.94%	29.06%
Industry Total	82.86%	17.14%	78.40%	21.60%	78.04%	21.96%
Water	2022		2023		2024	
	Not On	On	Not On	On	Not On	On
Large Water:						
Aqua	76.83%	23.17%	74.96%	25.04%	74.60%	25.40%
PAWC	79.32%	20.68%	79.01%	20.99%	79.78%	20.22%
PWSA	84.58%	15.42%	69.94%	30.06%	63.47%	36.53%
Other Class A:						
Audubon	92.59%	7.41%	91.25%	8.75%	94.44%	5.56%
Columbia Water	91.62%	8.38%	92.74%	7.26%	95.68%	4.32%
Community Utilities	79.48%	20.52%	77.99%	22.01%	78.74%	21.26%
Newtown Artesian	96.01%	3.99%	95.54%	4.46%	95.74%	4.26%
Veolia Bethel**	100.00%	0.00%	100.00%	0.00%	n/a	n/a
Veolia PA**	88.11%	11.89%	92.15%	7.85%	98.42%	1.58%
York	89.12%	10.88%	88.36%	11.64%	85.47%	14.53%
Industry Total	79.86%	20.14%	77.94%	22.06%	77.89%	22.11%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Percent of Overdue Dollars – Not On and On Arrangement**, for the calendar years shown. The not on arrangement percent of overdue dollars is calculated by dividing the not on arrangement overdue dollars by the total overdue dollars. The on arrangement percent of overdue dollars is calculated by dividing the on arrangement overdue dollars by the total overdue dollars.

Percent of Overdue Dollars – Not On and On Arrangement – Major Utilities

Electric	2022		2023		2024	
	Not On	On	Not On	On	Not On	On
Duquesne	41.78%	58.22%	51.36%	48.64%	51.55%	48.45%
Met-Ed	38.42%	61.58%	42.50%	57.50%	40.10%	59.90%
PECO*	70.17%	29.83%	77.32%	22.68%	75.93%	24.07%
Penelec	35.16%	64.84%	40.10%	59.90%	38.36%	61.64%
Penn Power	34.92%	65.08%	38.95%	61.05%	38.98%	61.02%
PPL	52.01%	47.99%	60.20%	39.80%	50.12%	49.88%
West Penn	36.05%	63.95%	40.52%	59.48%	39.83%	60.17%
Industry Total	51.46%	48.54%	58.13%	41.87%	55.00%	45.00%
Gas	2022		2023		2024	
	Not On	On	Not On	On	Not On	On
Columbia Gas	23.34%	76.66%	24.23%	75.77%	25.10%	74.90%
NFG	74.49%	25.51%	65.01%	34.99%	60.42%	39.58%
Peoples	55.19%	44.81%	53.54%	46.46%	49.78%	50.22%
PGW	83.59%	16.41%	79.09%	20.91%	74.94%	25.06%
UGI-Gas	34.67%	65.33%	33.71%	66.29%	32.19%	67.81%
Industry Total	63.03%	36.97%	57.86%	42.14%	54.32%	45.68%
Water	2022		2023		2024	
	Not On	On	Not On	On	Not On	On
Large Water:						
Aqua	32.15%	67.85%	33.10%	66.90%	34.68%	65.32%
PAWC	21.35%	78.65%	26.40%	73.60%	31.80%	68.20%
PWSA	67.01%	32.99%	53.66%	46.34%	49.60%	50.40%
Other Class A:						
Audubon	73.30%	26.70%	72.97%	27.03%	76.90%	23.10%
Columbia Water	78.61%	21.39%	87.41%	12.59%	90.57%	9.43%
Community Utilities	57.57%	42.43%	61.31%	38.69%	64.25%	35.75%
Newtown Artesian	96.11%	3.89%	96.07%	3.93%	95.70%	4.30%
Veolia Bethel**	97.35%	2.65%	99.80%	0.20%	n/a	n/a
Veolia PA**	72.52%	27.48%	78.47%	21.53%	96.45%	3.55%
York	40.42%	59.58%	37.36%	62.64%	29.37%	70.63%
Industry Total	36.57%	63.43%	36.65%	63.35%	38.24%	61.76%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Total – Overdue Customers and Percent Overdue**, for the calendar years shown. The total overdue customers is calculated by adding the not on arrangement overdue customers and the on arrangement overdue customers. The total percent overdue is calculated by dividing the total overdue customers by the total residential customers.

Total – Overdue Customers and Percent Overdue – Major Utilities

Electric	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Duquesne	68,501	12.55%	69,762	12.73%	66,475	12.08%
Met-Ed	75,275	14.61%	78,646	15.18%	81,542	15.65%
PECO*	287,317	18.67%	277,241	17.90%	279,545	17.98%
Penelec	75,187	15.01%	78,021	15.58%	81,015	16.19%
Penn Power	19,220	12.91%	19,626	13.11%	20,125	13.39%
PPL	193,321	15.39%	224,915	17.82%	211,664	16.70%
West Penn	81,732	12.93%	84,607	13.37%	88,236	13.91%
Industry Total	800,553	15.58%	832,818	16.14%	828,602	16.00%
Gas	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Columbia Gas	39,346	9.61%	39,780	9.67%	40,093	9.71%
NFG	32,047	16.29%	30,885	15.72%	30,193	15.36%
Peoples	91,466	15.39%	85,919	14.45%	83,800	14.06%
PGW	135,157	27.73%	116,835	24.15%	113,448	23.56%
UGI-Gas	85,058	13.75%	86,863	13.90%	77,916	12.36%
Industry Total	383,074	16.61%	360,282	15.59%	345,450	14.91%
Water	2022		2023		2024	
	Customers	Percent	Customers	Percent	Customers	Percent
Large Water:						
Aqua	56,764	13.76%	57,581	13.86%	53,995	12.88%
PAWC	111,597	17.36%	108,628	16.71%	111,071	17.04%
PWSA	21,338	21.51%	15,408	15.26%	14,994	14.88%
Other Class A:						
Audubon	108	4.01%	80	3.01%	90	3.39%
Columbia Water	358	3.29%	317	2.77%	347	3.00%
Community Utilities	614	23.16%	577	21.72%	555	20.85%
Newtown Artesian	351	3.63%	336	3.47%	305	3.13%
Veolia Bethel**	169	6.89%	168	6.85%	n/a	n/a
Veolia PA**	4,936	8.38%	4,843	8.15%	4,759	7.63%
York	8,232	12.25%	9,028	13.91%	9,641	14.65%
Industry Total	204,467	15.62%	196,966	14.93%	195,757	14.76%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Total – Overdue Dollars, Average Arrearages and Average Bill Ratios** for the major electric and gas utilities, for the calendar years shown. The total overdue dollars is calculated by adding the not on arrangement overdue dollars and the on arrangement overdue dollars. The total average arrearage is calculated by dividing the total overdue dollars by the total overdue customers. The total overdue average bill ratio is calculated by dividing the total average arrearage by the total average bill.

Total – Overdue Dollars, Average Arrearages and Average Bill Ratios – Major Electric & Gas Utilities

Electric	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Duquesne	\$24,781,702	\$361.77	3.50	\$22,912,285	\$328.44	2.93	\$20,585,857	\$309.68	2.64
Met-Ed	\$41,491,791	\$551.20	4.66	\$43,055,789	\$547.46	3.97	\$46,350,987	\$568.43	3.92
PECO*	\$127,726,165	\$444.55	3.64	\$121,589,885	\$438.57	3.53	\$155,385,853	\$555.85	4.57
Penelec	\$45,180,330	\$600.91	5.66	\$45,665,434	\$585.30	4.79	\$47,614,550	\$587.73	4.56
Penn Power	\$12,587,670	\$654.93	5.34	\$12,346,908	\$629.11	4.60	\$12,061,904	\$599.35	4.24
PPL	\$115,889,386	\$599.47	3.74	\$179,519,888	\$798.17	4.50	\$159,040,387	\$751.38	4.71
West Penn	\$47,327,039	\$579.05	5.63	\$46,395,058	\$548.36	4.59	\$47,983,024	\$543.80	4.40
Industry Total	\$414,984,083	\$518.37	4.34	\$471,485,247	\$566.13	4.26	\$489,022,562	\$590.18	4.41
Gas	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Columbia Gas	\$19,116,837	\$485.86	3.98	\$19,955,580	\$501.65	4.14	\$17,618,174	\$439.43	4.13
NFG	\$11,153,961	\$348.05	4.26	\$10,310,230	\$333.83	4.40	\$8,284,112	\$274.37	4.46
Peoples	\$29,977,176	\$327.74	3.48	\$33,114,728	\$385.42	4.89	\$25,220,423	\$300.96	4.56
PGW	\$92,860,541	\$687.06	6.65	\$80,129,499	\$685.83	7.43	\$62,427,097	\$550.27	6.54
UGI-Gas	\$36,774,726	\$432.35	4.25	\$39,779,650	\$457.96	4.54	\$32,004,567	\$410.76	5.06
Industry Total	\$189,883,241	\$495.68	4.93	\$183,289,687	\$508.74	5.42	\$145,554,373	\$421.35	5.28

*PECO's data includes electric and gas.

The following table shows the **Total – Overdue Dollars, Average Arrearages and Average Bill Ratios** for the major water utilities, for the calendar years shown. The total overdue dollars is calculated by adding the not on arrangement overdue dollars and the on arrangement overdue dollars. The total average arrearage is calculated by dividing the total overdue dollars by the total overdue customers. The average bill ratio is calculated by dividing the total average arrearage by the total average bill.

Total – Overdue Dollars, Average Arrearages and Average Bill Ratios – Major Water Utilities

Water	2022			2023			2024		
	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio	Dollars	Average Arrearage	Average Bill Ratio
Large Water:									
Aqua	\$15,652,408	\$275.75	3.56	\$16,095,090	\$279.52	3.23	\$14,497,347	\$268.49	2.40
PAWC	\$29,187,665	\$261.55	4.20	\$27,155,617	\$249.99	3.65	\$29,539,198	\$265.95	3.43
PWSA	\$15,784,863	\$739.75	6.41	\$17,933,396	\$1,163.90	10.66	\$19,698,270	\$1,313.74	11.05
Other Class A:									
Audubon	\$22,078	\$204.43	1.38	\$14,078	\$175.98	1.12	\$15,215	\$169.06	1.01
Columbia Water	\$20,963	\$58.56	1.33	\$15,443	\$48.72	1.02	\$24,179	\$69.68	1.44
Community Utilities	\$216,181	\$352.09	3.03	\$188,772	\$327.16	2.81	\$187,916	\$338.59	2.55
Newtown Artesian	\$53,578	\$152.64	2.94	\$57,485	\$171.09	3.35	\$48,228	\$158.12	1.45
Veolia Bethel*	\$11,286	\$66.78	2.57	\$11,433	\$68.05	2.62	n/a	n/a	n/a
Veolia PA*	\$532,663	\$107.91	2.25	\$467,095	\$96.45	1.97	\$385,301	\$80.96	1.64
York	\$868,814	\$105.54	2.20	\$1,150,472	\$127.43	2.40	\$1,584,077	\$164.31	3.16
Industry Total	\$62,350,499	\$304.94	3.76	\$63,088,881	\$320.30	3.82	\$65,979,731	\$337.05	3.47

*The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Terminations and Termination Percent by Customer**, for the calendar years shown. The terminations are only those for non-payment. The termination percent by customer is calculated by dividing the number of terminations by the total residential customers.

Terminations and Termination Percent by Customer – Major Utilities

Electric	2022		2023		2024	
	Terminations	Percent	Terminations	Percent	Terminations	Percent
Duquesne	30,467	5.58%	24,820	4.53%	26,015	4.73%
Met-Ed	28,816	5.59%	26,672	5.15%	35,362	6.79%
PECO*	75,689	4.92%	87,488	5.65%	67,258	4.33%
Penelec	20,488	4.09%	19,379	3.87%	26,976	5.39%
Penn Power	3,244	2.18%	4,006	2.68%	6,417	4.27%
PPL	35,241	2.81%	17,915	1.42%	66,896	5.28%
West Penn	21,021	3.33%	20,188	3.19%	22,408	3.53%
Industry Total	214,966	4.18%	200,468	3.88%	251,332	4.85%
Gas	2022		2023		2024	
	Terminations	Percent	Terminations	Percent	Terminations	Percent
Columbia Gas	11,380	2.78%	10,454	2.54%	11,633	2.82%
NFG	6,861	3.49%	6,981	3.55%	6,635	3.37%
Peoples	15,335	2.58%	21,462	3.61%	21,074	3.54%
PGW	14,410	2.96%	34,682	7.17%	29,907	6.21%
UGI-Gas	26,882	4.35%	31,066	4.97%	30,436	4.83%
Industry Total	74,868	3.25%	104,645	4.53%	99,685	4.30%
Water	2022		2023		2024	
	Terminations	Percent	Terminations	Percent	Terminations	Percent
Large Water:						
Aqua	5,585	1.35%	6,197	1.49%	10,619	2.53%
PAWC	24,113	3.75%	16,368	2.52%	13,674	2.10%
PWSA	440	0.44%	215	0.21%	525	0.52%
Other Class A:						
Audubon	29	1.08%	31	1.17%	34	1.28%
Columbia Water	264	2.43%	310	2.71%	228	1.97%
Community Utilities	80	3.02%	94	3.54%	97	3.64%
Newtown Artesian	14	0.14%	20	0.21%	18	0.18%
Veolia Bethel**	0	0.00%	0	0.00%	n/a	n/a
Veolia PA**	570	0.97%	700	1.18%	732	1.17%
York	269	0.40%	196	0.30%	285	0.43%
Industry Total	31,364	2.40%	24,131	1.83%	26,212	1.98%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Total Reconnections and Reconnection Ratios**, for the calendar years shown. The total reconnections are for full customer payment, partial payment or payment arrangement; for customer submission of a medical certification; and for reasons other than customer payment or medical certification. The reconnection ratio is calculated by dividing the total reconnections by the total terminations.

Total Reconnections and Reconnection Ratios – Major Utilities

Electric	2022		2023		2024	
	Reconnections	Ratio	Reconnections	Ratio	Reconnections	Ratio
Duquesne	23,976	78.69%	19,328	77.87%	20,150	77.46%
Met-Ed	25,389	88.11%	23,202	86.99%	30,692	86.79%
PECO*	62,113	82.06%	75,441	86.23%	50,542	75.15%
Penelec	16,268	79.40%	15,328	79.10%	21,262	78.82%
Penn Power	2,473	76.23%	3,154	78.73%	5,133	79.99%
PPL	24,378	69.18%	11,439	63.85%	49,341	73.76%
West Penn	17,148	81.58%	16,138	79.94%	17,714	79.05%
Industry Total	171,745	79.89%	164,030	81.82%	194,834	77.52%
Gas	2022		2023		2024	
	Reconnections	Ratio	Reconnections	Ratio	Reconnections	Ratio
Columbia Gas	6,760	59.40%	5,703	54.55%	6,715	57.72%
NFG	5,003	72.92%	5,138	73.60%	5,101	76.88%
Peoples	11,840	77.21%	17,558	81.81%	18,054	85.67%
PGW	9,716	67.43%	24,000	69.20%	22,376	74.82%
UGI-Gas	19,924	74.12%	22,823	73.47%	22,993	75.55%
Industry Total	53,243	71.12%	75,222	71.88%	75,239	75.48%
Water	2022		2023		2024	
	Reconnections	Ratio	Reconnections	Ratio	Reconnections	Ratio
Large Water:						
Aqua	4,879	87.36%	5,473	88.32%	6,248	58.84%
PAWC	16,663	69.10%	10,668	65.18%	9,020	65.96%
PWSA	151	34.32%	80	37.21%	265	50.48%
Other Class A:						
Audubon	25	86.21%	25	80.65%	20	58.82%
Columbia Water	228	86.36%	277	89.35%	204	89.47%
Community Utilities	55	68.75%	75	79.79%	54	55.67%
Newtown Artesian	9	64.29%	20	100.00%	13	72.22%
Veolia Bethel**	0	0.00%	0	0.00%	n/a	n/a
Veolia PA**	386	67.72%	440	62.86%	508	69.40%
York	145	53.90%	122	62.24%	178	62.46%
Industry Total	22,541	71.87%	17,180	71.19%	16,510	62.99%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Average Heating Bills, Average Non-Heating Bills and Total Average Bills** for the major electric and gas utilities, for the calendar years shown. The average heating bill and average non-heating bill are year-end snapshots as of December 31. The total average bill is calculated by multiplying the residential non-heating customers by the average non-heating bill, multiplying the residential heating customers by the average heating bill, and adding those two figures together.

Average Heating Bills, Average Non-Heating Bills and Total Average Bills – Major Electric & Gas Utilities

Electric	2022			2023			2024		
	Heating Bill	Non-Heating Bill	Total Bill	Heating Bill	Non-Heating Bill	Total Bill	Heating Bill	Non-Heating Bill	Total Bill
Duquesne	\$127.00	\$101.00	\$103.22	\$135.00	\$110.00	\$112.24	\$133.71	\$115.62	\$117.35
Met-Ed	\$146.00	\$107.00	\$118.40	\$166.00	\$126.00	\$137.97	\$172.00	\$133.00	\$144.88
PECO*	\$119.41	\$123.12	\$121.97	\$117.69	\$127.01	\$124.11	\$110.07	\$126.97	\$121.71
Penelec	\$134.00	\$100.00	\$106.21	\$153.00	\$115.00	\$122.17	\$157.00	\$122.00	\$128.76
Penn Power	\$167.00	\$110.00	\$122.73	\$183.00	\$123.00	\$136.79	\$182.00	\$129.00	\$141.44
PPL	\$196.00	\$138.00	\$160.16	\$216.91	\$152.20	\$177.26	\$190.53	\$139.38	\$159.44
West Penn	\$132.00	\$93.00	\$102.93	\$152.00	\$108.00	\$119.47	\$153.00	\$113.00	\$123.61
Industry Total	\$145.92	\$110.30	\$119.38	\$160.51	\$123.03	\$132.86	\$156.90	\$125.57	\$133.88
Gas	2022			2023			2024		
	Heating Bill	Non-Heating Bill	Total Bill	Heating Bill	Non-Heating Bill	Total Bill	Heating Bill	Non-Heating Bill	Total Bill
Columbia Gas	\$123.00	\$51.00	\$122.16	\$122.00	\$53.00	\$121.23	\$107.00	\$49.00	\$106.37
NFG	\$81.96	\$36.45	\$81.63	\$76.19	\$35.89	\$75.90	\$61.78	\$31.66	\$61.56
Peoples	\$94.37	\$25.68	\$94.05	\$79.06	\$22.46	\$78.80	\$66.26	\$22.19	\$66.06
PGW	\$104.83	\$52.79	\$103.28	\$93.56	\$48.98	\$92.30	\$85.09	\$47.76	\$84.08
UGI-Gas	\$104.95	\$32.05	\$101.68	\$103.84	\$33.65	\$100.86	\$83.42	\$28.85	\$81.19
Industry Total	\$101.82	\$39.59	\$100.56	\$94.93	\$38.80	\$93.82	\$80.71	\$35.89	\$79.85

*PECO's data includes electric and gas.

The following table shows the **Average Heating Bills, Average Non-Heating Bills and Total Average Bills** for the major water utilities, for the calendar years shown. The average heating bill and average non-heating bill are year-end snapshots as of December 31. The total average bill is calculated by multiplying the residential non-heating customers by the average non-heating bill, multiplying the residential heating customers by the average heating bill, and adding those two figures together.

Average Heating Bills, Average Non-Heating Bills and Total Average Bills – Major Water Utilities

Water	2022			2023			2024		
	Heating Bill	Non-Heating Bill	Total Bill	Heating Bill	Non-Heating Bill	Total Bill	Heating Bill	Non-Heating Bill	Total Bill
Large Water:									
Aqua	\$77.51	\$77.51	\$77.51	\$86.52	\$86.52	\$86.52	\$92.33	\$112.25	\$112.08
PAWC	\$59.00	\$63.00	\$62.31	\$66.00	\$69.00	\$68.53	\$71.00	\$79.00	\$77.62
PWSA	\$154.16	\$114.50	\$115.34	\$141.08	\$108.43	\$109.15	\$164.32	\$117.73	\$118.88
Other Class A:									
Audubon	\$148.00	\$148.00	\$148.00	\$0.00	\$157.00	\$157.00	\$0.00	\$168.00	\$168.00
Columbia Water	\$0.00	\$44.19	\$44.19	\$0.00	\$47.72	\$47.72	\$0.00	\$48.46	\$48.46
Community Utilities	\$0.00	\$116.02	\$116.02	\$0.00	\$116.51	\$116.51	\$0.00	\$133.02	\$133.02
Newtown Artesian	\$0.00	\$52.00	\$52.00	\$0.00	\$51.00	\$51.00	\$0.00	\$108.82	\$108.82
Veolia Bethel*	\$26.02	\$26.02	\$26.02	\$25.99	\$25.99	\$25.99	n/a	n/a	n/a
Veolia PA*	\$47.94	\$47.94	\$47.94	\$48.90	\$48.90	\$48.90	\$49.24	\$49.24	\$49.24
York	\$48.00	\$48.00	\$48.00	\$53.00	\$53.00	\$53.00	\$52.00	\$52.00	\$52.00
Industry Total	\$82.31	\$80.97	\$81.01	\$77.97	\$83.85	\$83.91	\$85.53	\$97.23	\$97.13

*The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Percent of Billings in Debt**, which is calculated by dividing the total overdue dollars by the annual residential billings, for the calendar years shown.

Percent of Billings in Debt – Major Utilities

Electric	2022	2023	2024
Duquesne	3.60%	3.06%	2.62%
Met-Ed	5.68%	5.03%	5.12%
PECO*	4.32%	4.00%	5.20%
Penelec	7.10%	6.21%	6.15%
Penn Power	5.75%	5.02%	4.73%
PPL	4.74%	6.64%	6.47%
West Penn	6.04%	5.12%	5.11%
Industry Total	4.91%	5.11%	5.37%
Gas	2022	2023	2024
Columbia Gas	3.21%	3.36%	3.36%
NFG	5.72%	5.71%	5.81%
Peoples	4.62%	6.09%	5.43%
PGW	15.06%	14.45%	9.74%
UGI-Gas	5.26%	5.65%	5.26%
Industry Total	6.89%	7.11%	6.11%
Water	2022	2023	2024
Large Water:			
Aqua	4.03%	3.94%	3.28%
PAWC	6.29%	5.17%	5.24%
PWSA	12.32%	13.64%	13.76%
Other Class A:			
Audubon	1.34%	0.84%	0.85%
Columbia Water	0.46%	0.33%	0.46%
Community Utilities	5.89%	5.14%	4.44%
Newtown Artesian	1.32%	1.42%	1.16%
Veolia Bethel**	1.47%	1.49%	n/a
Veolia PA**	1.53%	1.34%	1.02%
York	2.46%	2.89%	3.83%
Industry Total	5.85%	5.47%	5.31%

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the total amount of the **Annual Collections Operating Expenses**, for the calendar years shown.

Annual Collections Operating Expenses – Major Utilities

Electric	2022	2023	2024
Duquesne	\$6,032,358	\$5,954,281	\$6,798,849
Met-Ed	\$17,345,552	\$16,176,996	\$18,534,081
PECO*	\$17,290,479	\$18,982,989	\$19,543,626
Penelec	\$17,283,876	\$17,262,640	\$18,936,916
Penn Power	\$4,394,359	\$4,392,483	\$4,878,156
PPL	\$9,465,381	\$12,784,785	\$11,760,027
West Penn	\$16,640,374	\$15,760,119	\$17,557,636
Industry Total	\$88,452,379	\$91,314,293	\$98,009,291
Gas	2022	2023	2024
Columbia Gas	\$5,387,188	\$6,025,719	\$6,008,936
NFG	\$856,517	\$995,286	\$993,680
Peoples	\$4,690,985	\$5,244,412	\$5,600,986
PGW	\$854,301	\$913,216	\$1,028,859
UGI-Gas	\$6,455,365	\$9,366,647	\$8,115,946
Industry Total	\$18,244,356	\$22,545,280	\$21,748,407
Water	2022	2023	2024
Large Water:			
Aqua	\$2,587,570	\$1,719,327	\$1,194,320
PAWC	\$4,381,870	\$3,803,522	\$4,158,953
PWSA	\$1,038,235	\$889,810	\$1,071,051
Other Class A:			
Audubon	\$46,437	\$63,024	\$63,357
Columbia Water	\$25,929	\$28,044	\$27,398
Community Utilities	\$0	\$0	\$0
Newtown Artesian	\$11,000	\$10,000	\$8,000
Veolia Bethel**	\$23,449	\$31,443	n/a
Veolia PA**	\$1,450,991	\$1,506,353	\$1,813,478
York	\$185,547	\$161,555	\$137,893
Industry Total	\$9,751,028	\$8,213,078	\$8,474,450

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Inactive – Overdue Customers and Overdue Dollars**, which are 12-month averages, for the calendar years shown. Inactive accounts are accounts that have service terminated or discontinued and arrears or balances not yet written-off by the utility.

Inactive – Overdue Customers and Overdue Dollars – Major Utilities

Electric	2022		2023		2024	
	Customers	Dollars	Customers	Dollars	Customers	Dollars
Duquesne	4,618	\$2,112,270	4,336	\$1,932,359	4,447	\$1,967,714
Met-Ed	9,836	\$8,625,549	9,712	\$8,274,198	10,123	\$9,515,483
PECO*	20,874	\$13,937,030	20,936	\$13,665,360	22,314	\$10,722,050
Penelec	9,819	\$8,905,917	9,998	\$9,228,699	10,179	\$10,148,497
Penn Power	2,195	\$2,071,573	2,235	\$2,138,411	2,251	\$2,219,813
PPL	21,384	\$18,938,175	25,298	\$27,068,674	24,798	\$29,414,462
West Penn	9,408	\$8,244,768	9,424	\$7,905,823	9,842	\$8,654,789
Industry Total	78,134	\$62,835,282	81,939	\$70,213,524	83,954	\$72,642,808
Gas	2022		2023		2024	
	Customers	Dollars	Customers	Dollars	Customers	Dollars
Columbia Gas	1,403	\$1,000,359	1,423	\$1,037,410	1,389	\$970,391
NFG	6,222	\$3,442,130	6,776	\$4,003,752	6,388	\$3,478,025
Peoples	21,750	\$13,383,214	22,642	\$15,315,524	22,342	\$13,469,499
PGW	19,422	\$17,819,804	19,303	\$19,380,099	9,389	\$15,642,632
UGI-Gas	9,951	\$7,780,343	11,024	\$9,805,719	10,561	\$8,435,067
Industry Total	58,748	\$43,425,850	61,168	\$49,542,504	50,069	\$41,995,614
Water	2022		2023		2024	
	Customers	Dollars	Customers	Dollars	Customers	Dollars
Large Water:						
Aqua	3,845	\$1,668,900	3,780	\$1,698,804	4,156	\$1,863,185
PAWC	7,850	\$3,166,524	8,822	\$3,367,703	10,783	\$4,083,964
PWSA	5,214	\$7,768,998	9,459	\$6,942,288	13,553	\$7,906,246
Other Class A:						
Audubon	13	\$3,291	11	\$5,469	13	\$2,967
Columbia Water	83	\$7,932	81	\$8,093	72	\$5,585
Community Utilities	6	\$2,173	4	\$602	5	\$1,042
Newtown Artesian	21	\$835	35	\$1,156	40	\$1,389
Veolia Bethel**	7	\$555	4	\$331	n/a	n/a
Veolia PA**	436	\$52,908	446	\$55,096	470	\$61,905
York	453	\$64,635	412	\$82,101	375	\$95,227
Industry Total	17,928	\$12,736,751	23,054	\$12,161,643	29,467	\$14,021,510

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Applicant Security Deposits – Numbers and Dollars**, which are 12-month totals, for the calendar years shown.

Applicant Security Deposits – Numbers and Dollars – Major Utilities

Electric	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Duquesne	13,333	\$2,334,266	14,579	\$2,778,330	16,054	\$3,119,239
Met-Ed	28,260	\$6,437,879	26,940	\$6,811,259	27,377	\$7,477,016
PECO*	24,601	\$4,672,880	24,647	\$4,932,293	24,701	\$2,140,579
Penelec	24,208	\$4,798,555	23,393	\$5,296,037	22,525	\$5,367,363
Penn Power	6,122	\$1,274,887	5,918	\$1,310,559	5,681	\$1,332,846
PPL	1,956	\$611,346	12,492	\$3,659,224	21,060	\$6,193,144
West Penn	26,229	\$4,892,299	25,505	\$5,528,201	25,158	\$5,805,607
Industry Total	124,709	\$25,022,112	133,474	\$30,315,903	142,556	\$31,435,794
Gas	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Columbia Gas	7,027	\$2,230,189	6,789	\$2,124,814	7,452	\$2,317,768
NFG	49	\$22,375	65	\$33,996	61	\$19,357
Peoples	9,672	\$1,644,301	4,087	\$534,479	4,403	\$574,736
PGW	5,510	\$1,483,416	8,322	\$1,783,314	8,027	\$1,657,425
UGI-Gas	41,417	\$7,751,692	47,589	\$11,089,391	47,391	\$9,371,245
Industry Total	63,675	\$13,131,973	66,852	\$15,565,994	67,334	\$13,940,531
Water	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Large Water:						
Aqua	0	\$0	0	\$0	0	\$0
PAWC	0	\$0	0	\$0	0	\$0
PWSA	0	\$0	0	\$0	0	\$0
Other Class A:						
Audubon	0	\$0	0	\$0	0	\$0
Columbia Water	131	\$6,550	171	\$8,550	146	\$7,300
Community Utilities	0	\$0	0	\$0	0	\$0
Newtown Artesian	0	\$0	0	\$0	0	\$0
Veolia Bethel**	0	\$0	0	\$0	n/a	n/a
Veolia PA**	0	\$0	0	\$0	0	\$0
York	0	\$0	0	\$0	0	\$0
Industry Total	131	\$6,550	171	\$8,550	146	\$7,300

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the *Customer Security Deposits – Numbers and Dollars*, which are 12-month totals, for the calendar years shown.

Customer Security Deposits – Numbers and Dollars – Major Utilities

Electric	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Duquesne	6,503	\$1,703,464	4,936	\$1,391,307	4,792	\$1,262,582
Met-Ed	6,910	\$2,090,494	6,743	\$2,442,698	8,062	\$3,062,540
PECO*	63,013	\$12,732,129	57,186	\$11,894,986	21,881	\$3,014,028
Penelec	5,728	\$1,587,336	5,903	\$2,003,627	6,793	\$2,427,281
Penn Power	1,254	\$342,231	1,337	\$416,560	1,632	\$509,993
PPL	671	\$243,962	2,965	\$1,024,234	4,218	\$1,426,032
West Penn	6,496	\$1,751,563	6,305	\$2,090,677	7,245	\$2,519,207
Industry Total	90,575	\$20,451,179	85,375	\$21,264,089	54,623	\$14,221,663
Gas	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Columbia Gas	2,320	\$662,574	1,891	\$523,946	2,355	\$605,243
NFG	109	\$29,402	179	\$60,857	150	\$38,024
Peoples	1,461	\$335,181	2,900	\$451,954	3,213	\$448,881
PGW	263	\$84,878	764	\$152,792	660	\$136,906
UGI-Gas	8,034	\$1,193,248	36	\$8,404	7,484	\$1,096,994
Industry Total	12,187	\$2,305,283	5,770	\$1,197,953	13,862	\$2,366,048
Water	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Large Water:						
Aqua	0	\$0	0	\$0	0	\$0
PAWC	0	\$0	0	\$0	0	\$0
PWSA	0	\$0	0	\$0	0	\$0
Other Class A:						
Audubon	0	\$0	0	\$0	0	\$0
Columbia Water	0	\$0	0	\$0	0	\$0
Community Utilities	0	\$0	0	\$0	0	\$0
Newtown Artesian	0	\$0	0	\$0	0	\$0
Veolia Bethel**	0	\$0	0	\$0	n/a	n/a
Veolia PA**	0	\$0	0	\$0	0	\$0
York	0	\$0	0	\$0	0	\$0
Industry Total	0	\$0	0	\$0	0	\$0

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

The following table shows the **Security Deposits on Hand – Numbers and Dollars**, which are year-end snapshots as of December 31, for the calendar years shown.

Security Deposits on Hand – Numbers and Dollars – Major Utilities

Electric	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Duquesne	33,479	\$6,157,871	34,008	\$6,596,226	36,527	\$7,244,067
Met-Ed	69,974	\$17,130,884	70,637	\$18,237,126	72,265	\$19,813,183
PECO*	93,940	\$22,436,265	105,579	\$27,765,584	118,615	\$26,777,790
Penelec	55,989	\$12,529,873	57,631	\$13,587,627	58,451	\$14,648,363
Penn Power	14,815	\$3,191,052	15,103	\$3,433,384	15,079	\$3,581,920
PPL	2,904	\$818,889	7,512	\$1,763,476	10,791	\$3,128,064
West Penn	65,905	\$14,069,221	66,517	\$15,152,094	67,571	\$16,281,547
Industry Total	337,006	\$76,334,055	356,987	\$86,535,517	379,299	\$91,474,934
Gas	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Columbia Gas	13,947	\$1,232,702	13,988	\$1,043,122	14,946	\$1,180,299
NFG	188	\$55,503	236	\$83,082	289	\$101,494
Peoples	11,956	\$1,651,039	6,461	\$734,460	5,599	\$601,658
PGW	6,685	\$2,797,397	7,394	\$2,580,392	7,230	\$2,309,237
379,299UGI-Gas	57,059	\$8,637,223	58,921	\$10,263,558	60,432	\$10,697,531
Industry Total	89,835	\$14,373,864	87,000	\$14,704,614	88,496	\$14,890,219
Water	2022		2023		2024	
	Number	Dollars	Number	Dollars	Number	Dollars
Large Water:						
Aqua	0	\$0	0	\$0	0	\$0
PAWC	0	\$0	0	\$0	0	\$0
PWSA	0	\$0	0	\$0	0	\$0
Other Class A:						
Audubon	0	\$0	0	\$0	0	\$0
Columbia Water	632	\$31,600	655	\$32,774	578	\$28,955
Community Utilities	0	\$0	0	\$0	0	\$0
Newtown Artesian	0	\$0	0	\$0	0	\$0
Veolia Bethel**	0	\$0	0	\$0	n/a	n/a
Veolia PA**	0	\$0	0	\$0	0	\$0
York	0	\$0	0	\$0	0	\$0
Industry Total	632	\$31,600	655	\$32,774	578	\$28,955

*PECO's data includes electric and gas.

**The Veolia PA data includes Veolia Bethel as of Jan. 1, 2024, due to the Veolia Water merger.

Appendices

Appendix 1 – Data Dictionary – Residential Collections Data EDCs, Large NGDCs, and Class A Water Utilities

APPENDIX C. DEFINITIONS (§ 56.231)

This data dictionary and the following definitions are to be used in relation to the reporting requirements in § 56.231 (relating to reporting requirements).

Annual collections operating expenses—Use the definition in § 54.72 or § 62.2, “include administrative expenses associated with termination activity, field visits, negotiating payment arrangements, budget counseling, investigation and resolving informal and formal complaints associated with payment arrangements, securing and maintaining deposits, tracking delinquent accounts, collection agencies’ expenses, litigation expenses other than Commission-related, dunning expenses and winter survey expenses.” Report the cumulative total as of the end of the calendar year. Exclude customer assistance program expenses including customer assistance program administrative expenses, customer assistance program credits, also known as revenue shortfall, customer assistance program arrearage forgiveness and any other expenses directly related to customer assistance programs.

Annual residential billings—Report the cumulative total dollar amount in residential billings as of the end of the calendar year. This includes “normal tariff billings,” universal service program billings including customer assistance programs, and “miscellaneous billings.” The latter category includes billings for late payment fees.

Average monthly bill for the previous year for a heating customer—Report the aggregate average monthly bill by calculating the average of the 12 monthly average bills for heating customers. Report the average as of the end of the calendar year.

Average monthly bill for the previous year for a nonheating customer—Report the aggregate average monthly bill by calculating the average of the 12 monthly average bills for nonheating customers. Report the average as of the end of the calendar year.

Average monthly usage for a heating customer—Report the aggregate average monthly usage by calculating the average of the 12 monthly average usages for heating customers. Report the average as of the end of the calendar year.

Average monthly usage for a nonheating customer—Report the aggregate average monthly usage by calculating the average of the 12 monthly average usages for nonheating customers. Report the average as of the end of the calendar year.

Total dollar amount of active residential accounts in arrears and not on a payment arrangement—Report the total dollar amount as of the end of the calendar month. The due date should be considered to be day zero (0) in the determination of when account is overdue. Exclude customer assistance program recipients.

Total dollar amount of active residential accounts in arrears and on a payment arrangement—Report the total dollar amount as of the end of the calendar month. The due date should be considered to be day zero (0) in the determination of when account is overdue. Exclude customer assistance program recipients.

Total dollar amount of gross residential write-offs—Report the cumulative total dollar amount as of the end of the calendar year. Do not include customer assistance program credits, also known as revenue shortfall, or

customer assistance program arrearage forgiveness in this category.

Total dollar amount of inactive residential accounts in arrears—An account that has been terminated or discontinued, the final bill due date has passed, and the amount owed has not yet been written off. Report the total dollar amount as of the end of the calendar month. The due date should be considered to be day zero (0) in the determination of when an account is overdue. A terminated or final-billed account becomes inactive on the day after the final bill is due and payable.

Total dollar amount of net residential write-offs—Net write-offs are calculated by subtracting recoveries from gross write-offs. Include all residential recoveries regardless of the year the recovered dollars were actually written off. Report the cumulative total dollar amount as of the end of the calendar year. Do not include customer assistance program credits, also known as revenue shortfall, or customer assistance program arrearage forgiveness in this category.

Total dollar amount in security deposits on-hand—Report the dollar amount as of the end of the calendar year. Exclude accrued interest.

Total dollar amount in security deposits that are requested or billed to applicants—Report the cumulative total dollar amount as of the end of the calendar month.

Total dollar amount in security deposits that are requested or billed to customers—Report the cumulative total dollar amount as of the end of the calendar month.

Total number of active residential accounts in arrears and not on a payment arrangement—Report the total as of the end of the calendar month. The due date should be considered to be day zero (0) in the determination of when account is overdue. Exclude customer assistance program recipients.

Total number of active residential accounts in arrears and on a payment arrangement—Report the total as of the end of the calendar month. The due date should be considered to be day zero (0) in the determination of when account is overdue. Exclude customer assistance program recipients.

Total number of applicants that are requested or billed a security deposit—Report the cumulative number as of the end of the calendar month.

Total number of customers that are requested or billed a security deposit—Report the cumulative number as of the end of the calendar month.

Total number of dwellings receiving termination notices sent to occupants other than the customer—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit. Use this category when the termination notice was delivered to someone other than the customer, for example, a termination notice to a tenant because of nonpayment of a landlord-ratepayer. This does not include copies of termination notices sent in accordance with the third-party notification procedures in § 56.131. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients.

Total number of 48-hour termination notices posted—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients. The termination notice was posted at the customer's residence in accordance with § 56.95.

Total number of inactive residential accounts in arrears—An account that has been terminated or discontinued, the final bill due date has passed, and the amount owed has not yet been written off. Report the total as of the end of the calendar month. The due date should be considered to be day zero (0) in the determination of when an account is overdue. A terminated or final-billed account becomes inactive on the day after the final bill is due and payable.

Total number of reconnections for customer submission of medical certification—Includes only reconnections because the customer has supplied the company with a valid medical certificate as the condition of reconnection. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients.

Total number of reconnections for full customer payment, partial payment or payment arrangement—A reconnection is any residential account that was terminated for any reason covered under § 56.81 or § 56.98 and subsequently restored after the customer paid in full the outstanding balance of the account, made a partial payment or entered into a payment arrangement regardless of whether the customer's current status is that of applicant or customer per the definitions in § 56.2. Four criteria must be met: the reconnection is for the same customer/applicant that was terminated; the location of the reconnection is the same location as the location of the termination; the dollars in debt that are the subject of the customer payment and/or customer payment arrangement are for the same customer/applicant while at the same location; and the time that has passed since the final bill due date does not exceed 4 years. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients.

Total number of reconnections for reasons other than customer payment or medical certification—Report the cumulative number as of the end of the calendar month. This category includes any reconnection not reported under reconnections for payment/partial payment/payment arrangement or reconnections for submission of a medical certificate. Include customer assistance program recipients.

Total number of residential heating customers—Report the number as of the end of the calendar month. Report each individually billed account under a unique residential account number and residential tariff rate (Count the number of residential bills that you issue). Include customer assistance program recipients.

Total number of residential nonheating customers—Report the number as of the end of the calendar month. Report each individually billed account under a unique residential account number and residential tariff rate (Count the number of residential bills that you issue). Include customer assistance program recipients.

Total number of security deposits on-hand—Report the number as of the end of the calendar year.

Total number of 10-day termination notices issued by the public utility—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients.

Total number of terminations for nonpayment—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients.

Total number of terminations for nonpayment and reasons other than nonpayment categorized by the first three digits of each account's postal code—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit, failure to permit access, unauthorized use of service,

fraud, meter tampering, and safety. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients. Categorize by the first three digits of the postal code of the customer's service address.

Total number of terminations for reasons other than nonpayment—The reasons for termination include failure to permit access, unauthorized use of service, fraud, meter tampering, and safety. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients.

Total number of 3-day termination notices completed by electronic messaging formats—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients. The customer was contacted using email, text message or other electronic messaging format in accordance with § 56.93.

Total number of 3-day termination notices completed by personal contact in person—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients. The customer was contacted in person in accordance with § 56.93.

Total number of 3-day termination notices completed by telephone—The grounds for termination are customer nonpayment of usage-based billings or nonpayment of a security deposit. Report the cumulative number as of the end of the calendar month. Include customer assistance program recipients. The customer was contacted using the telephone in accordance with § 56.93.



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