

*The Quarterly Update to the annual UCARE
presents a preliminary snapshot of overall
activity on jurisdictional utilities in the electric,
natural gas, water and telecommunications
industries for the Bureau of Consumer Services.*

Quarterly Update to UCARE Report

January – December 2024

*Public Utility Commission
Bureau of Consumer Services*

Introduction

The quarterly update to the annual UCARE report presents preliminary data on jurisdictional utilities in the electric, gas, water and telecommunications industries. The update provides a snapshot of overall Bureau of Consumer Services (BCS) activity, which includes the volume of Consumer Complaints and Payment Arrangement Requests (PARs). Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, and telecommunications industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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BCS Activity

Total Volume of Consumer Complaints and Payment Arrangement Requests (PARs) by Industry

January through December 2024

Industry	Residential Consumer Complaints	Residential PARs
Electric	7,467	28,945
Gas	1,795	11,000
Water	1,205	2,758
Telecommunications	942	6
Other*	100	169
Total	11,509	42,878

*Sewer and steam heat complaints are designated as "other" in this table.

Major Electric Distribution Companies

Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2024

Company	Residential Consumer Complaints	Residential PARs
Duquesne	613	3,401
Met Ed	899	4,297
PECO	1,877	4,336
Penelec	771	4,235
Penn Power	185	1,223
PPL	1,355	6,410
West Penn	739	4,377
Total	6,439	28,279

Major Natural Gas Distribution Companies

Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2024

Company	Residential Consumer Complaints	Residential PARs
Columbia	130	616
National Fuel Gas (NFG)	57	311
Peoples	323	1,071
Philadelphia Gas Works (PGW)	740	4,793
UGI Gas	320	4,128
Total	1,570	10,919

Major Water Utilities

Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2024

Company	Residential Consumer Complaints	Residential PARs
Aqua PA	266	512
PA American	706	1,814
Pittsburgh Water & Sewer Authority (PWSA)	140	233
Total	1,112	2,559

Major Local Telecommunications Companies

Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2024

Company	Residential Consumer Complaints	Residential PARs
Brightspeed	153	0
Frontier Commonwealth	122	1
Verizon North	28	0
Verizon PA	475	4
Windstream	88	1
Total	866	6

Compliance

Snapshot of Residential Verified Infraction Statistics by Industry Informal Complaints Opened January through December 2024

ELECTRIC	Duquesne	Met Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	98	115	646	92	38	141	85
Title 66 and Other	2	8	51	3	0	1	3
Total	100	123	697	95	38	142	88
GAS	Columbia	NFG	Peoples	PGW	UGI Gas		
Chapter 56	10	19	44	245	106		
Title 66 and Other	1	0	0	4	4		
Total	11	19	44	249	110		
WATER	Aqua PA		PA American		PWSA		
Chapter 56	200		130		21		
Title 66 and Other	5		10		3		
Total	205		140		24		
TELECOMMUNICATIONS	Brightspeed	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	3	8	0	9	2		
Chapter 63	157	35	25	303	25		
Chapter 64	4	3	4	23	1		
Title 66 and Other	15	4	3	65	7		
Total	179	50	32	400	35		

Infraction data on this page is subject to change if the utility disputes infraction(s) or BCS staff discovers additional infraction(s). Final infraction statistics will appear in the annual UCARE report.

Glossary of Terms

Consumer Complaint – Complaint to BCS involving billing, service, rates and other issues not related to requests for payment terms.

Infraction – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

Major Electric Distribution Companies – Electric distribution companies with more than 100,000 residential customers.

Major Local Telecommunications Companies – Local telecommunications companies with more than 50,000 residential customers.

Major Natural Gas Distribution Companies – Natural gas distribution companies with more than 100,000 residential customers.

Major Water Utilities – Non-municipal water utilities with annual revenues of \$1 million or more for three years in a row are classified as “Class A.” The tables in this report present the statistics for the two largest Class A water companies, Aqua and PAWC, along with PWSA. PWSA is a municipal utility, which came under the Commission’s regulatory authority effective April 1, 2018.

Payment Arrangement Request (PAR) – Consumer request for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.