

# 2024 CUSTOMER SERVICE PERFORMANCE REPORT

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*PENNSYLVANIA ELECTRIC & NATURAL GAS  
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES*





# Customer Service Performance Report 2024

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**Bureau of Consumer Services**

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# Introduction

This report<sup>1</sup> by the Public Utility Commission (PUC or Commission) presents quality of service data for the major electric distribution companies<sup>2</sup> (EDCs) and the major natural gas distribution companies<sup>3</sup> (NGDCs). Pursuant to the requirements of the [Electricity Generation Customer Choice and Competition Act](#)<sup>4</sup> and the [Natural Gas Choice and Competition Act](#),<sup>5</sup> EDCs and NGDCs are required to maintain or improve the levels of customer service that existed prior to the effective dates of the Acts. Regulations at [52 Pa. Code § 54.156](#) and [52 Pa. Code § 62.37](#) require the EDCs<sup>6</sup> and the NGDCs<sup>7</sup> to report on important components of customer service, including telephone access to the company; billing frequency; meter reading; timely response to customer disputes; and the level of customer satisfaction with the company's handling of recent interactions with its customers.<sup>8</sup>

## I. Company-Reported Performance

In accordance with reporting requirements specified at [52 Pa. Code § 54.153](#) and [52 Pa. Code § 62.33](#), the EDCs and the NGDCs reported statistics for 2024 regarding telephone access, billing, meter reading, and disputes not responded to within 30 days. For each of the required measures, the companies report data by month and by 12-month average. With the exception of the telephone access statistics and the small business bill information, the required statistics directly relate to the regulations in [52 Pa. Code Chapter 56 Standards and Billing Practices for Residential Public Utility Service](#).

### Treatment of Specific Companies

#### PECO Energy

Historically, the Customer Service Performance Report presented PECO statistics with the EDCs, although PECO's statistics include data for both the company's electric and natural gas accounts.

#### Non-Major Utilities

The reporting requirements specified at [52 Pa. Code § 54.153](#) do not make a distinction between the major and non-major EDCs. Therefore, some of the performance metrics are being presented for four non-major EDCs: Citizens Electric (Citizens), Pike County Light & Power (Pike County), UGI Electric and Wellsboro Electric (Wellsboro).

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<sup>1</sup> This report fulfills the requirements of [52 Pa. Code § 54.156](#) and [52 Pa. Code § 62.37](#).

<sup>2</sup> Duquesne Light Co. (Duquesne); PPL Electric Utilities Corporation (PPL); PECO Energy Co. (PECO); UGI Utilities Inc. (UGI Electric); and the FirstEnergy companies – Metropolitan Edison Co. (Met Ed), Pennsylvania Electric Co. (Penelec), Pennsylvania Power Co. (Penn Power) and West Penn Power Co. (West Penn).

<sup>3</sup> Columbia Gas of Pennsylvania Inc. (Columbia); National Fuel Gas Co. (NFG); Peoples Natural Gas Co. (Peoples); Philadelphia Gas Works (PGW); UGI Penn Natural; and UGI Utilities Inc. (UGI Gas).

<sup>4</sup> [66 Pa. C.S. §§ 2801-2812](#).

<sup>5</sup> [66 Pa. C.S. Chapter 22](#).

<sup>6</sup> *Rulemaking on EDC Reporting Requirements for Quality of Service Benchmarks and Standards*, [Docket No. L-00970131](#), final on Apr. 24, 1998. Reporting began in 1999.

<sup>7</sup> *Rulemaking on NGDC Reporting Requirements for Quality of Service Benchmarks and Standards*, [Docket No. L-00000147](#), Order entered Jan. 14, 2000, final on Jan. 12, 2000. Reporting began in 2001.

<sup>8</sup> [52 Pa. Code §§ 54.151 - 54.156](#) for EDCs and [52 Pa. Code §§ 62.31 - 62.37](#) for NGDCs.

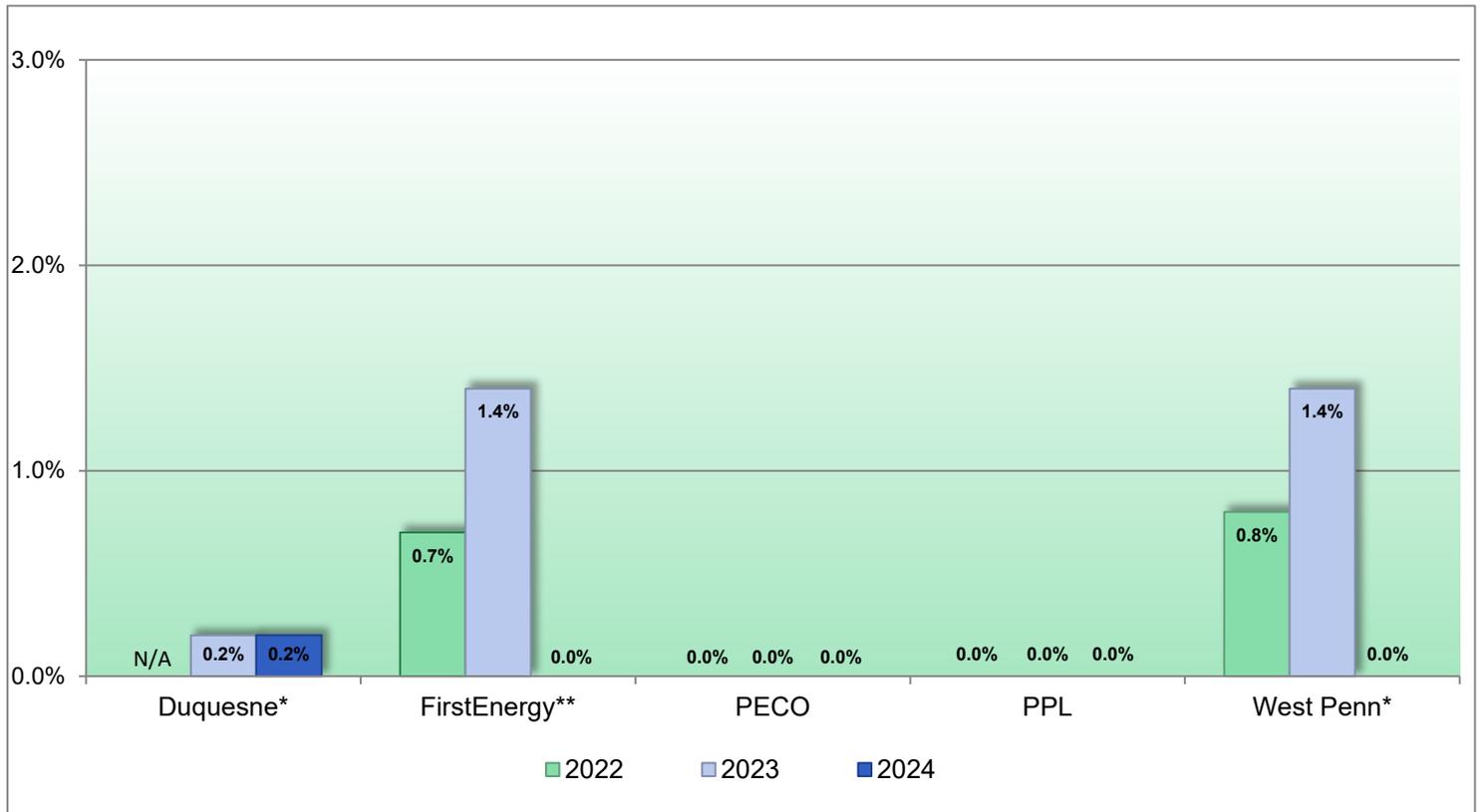
## A. Telephone Access

To accurately reflect telephone access, companies must report:

1. **Busy-Out Rate**
2. **Call Abandonment Rate**
3. **Percent of Calls Answered Within 30 Seconds**

### 1. Busy-Out Rate

#### Major EDCs Annual Average Busy-Out Rate 2022-2024

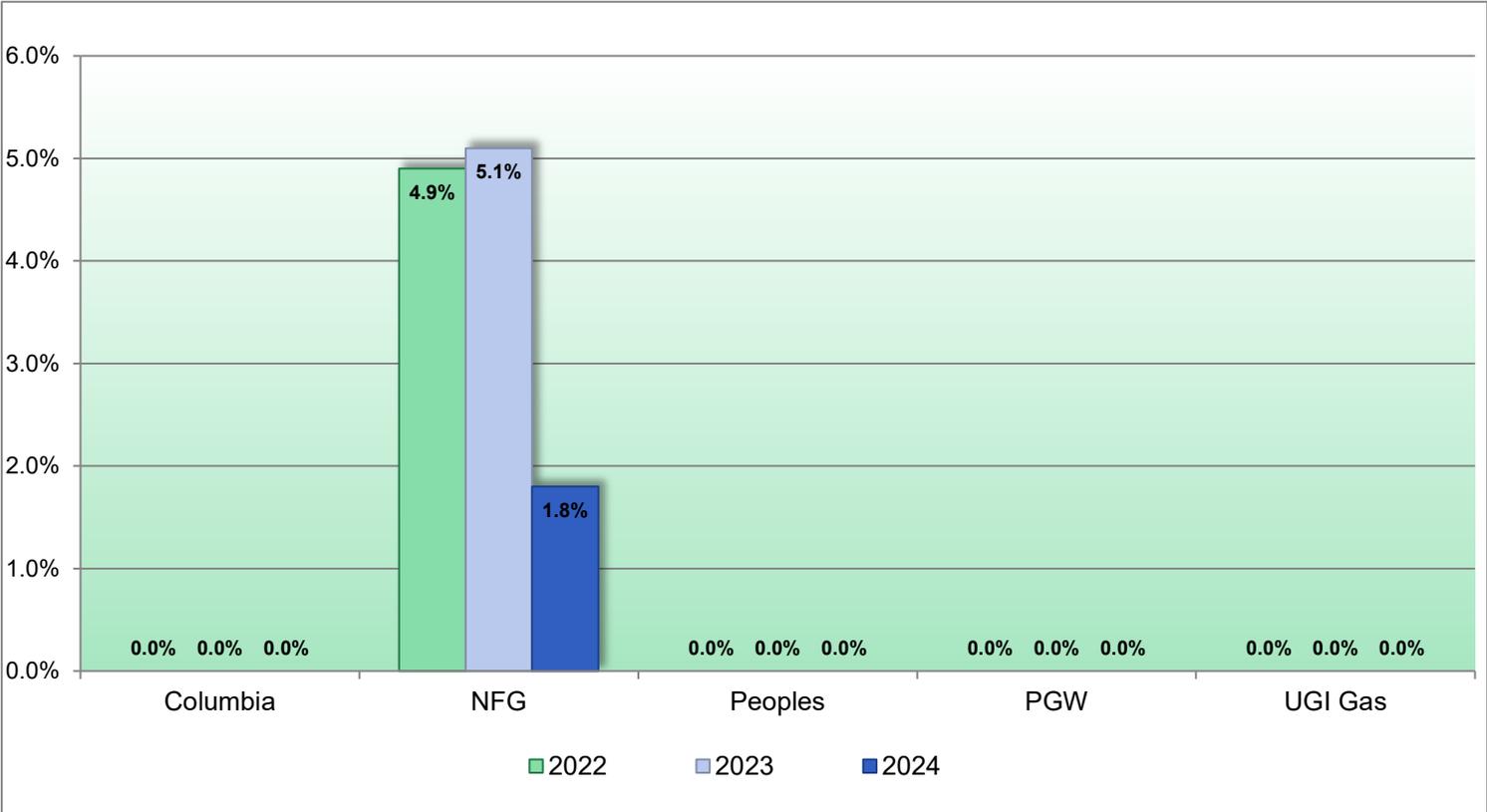


\*Average busy-out rate data for 2022 was not available from Duquesne.

\*\*Although the four FirstEnergy companies use the same call centers, only Met Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report. Also, FirstEnergy's new call taking system does not have a busy-out report beyond port capacity reporting.

Average busy-out rate data was not available from Duquesne for 2022, due to reporting errors that impacted the validity of the data. Duquesne filed a petition with the PUC on March 27, 2023, requesting a wavier, nunc pro tunc, of the reporting requirements associated with the company's "busy-out rate" for the years 2021 and 2022. The PUC granted Duquesne's petition at [Docket No. P-2023-3039285](#) on July 14, 2023.

### Major NGDCs Annual Average Busy-Out Rate 2022-2024

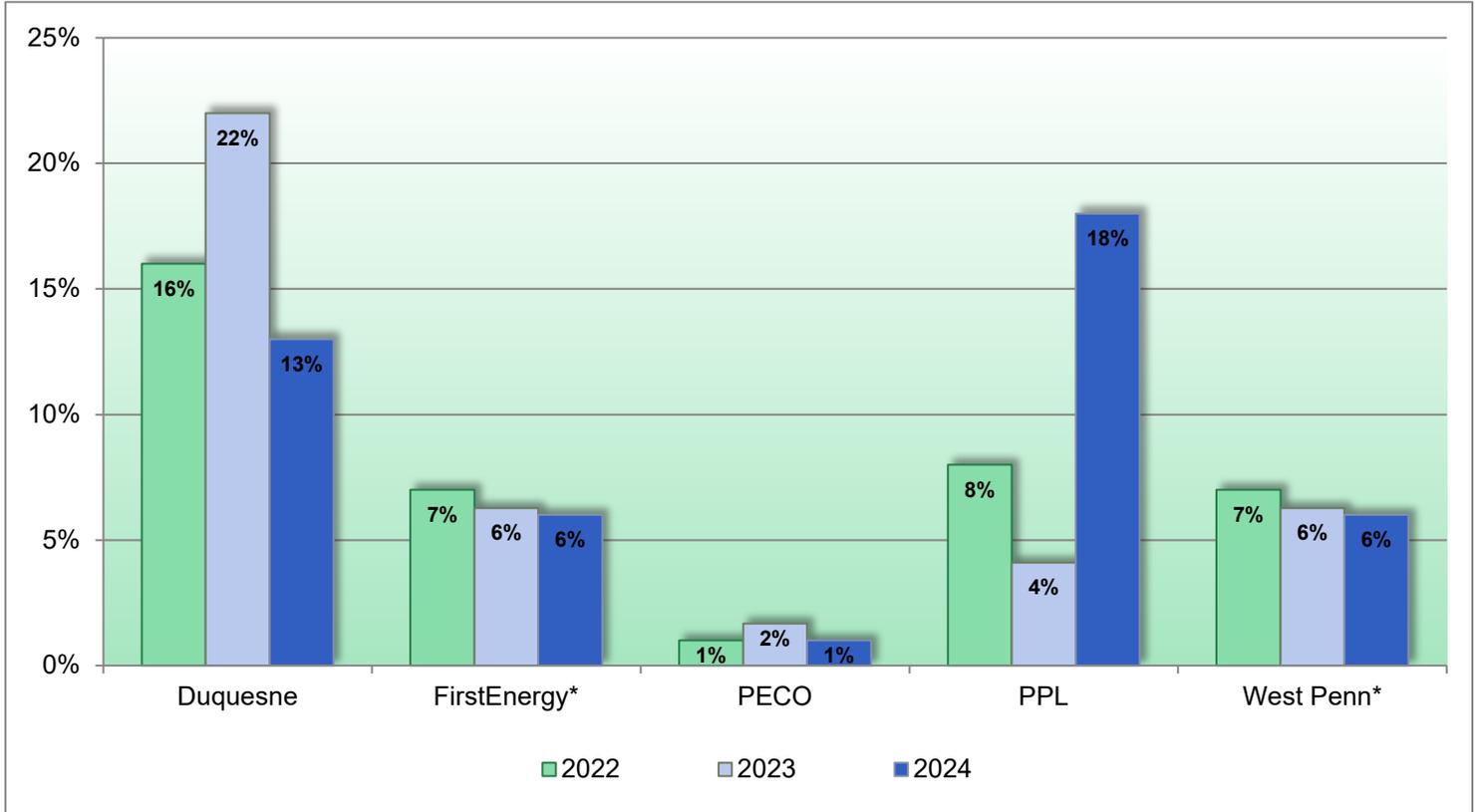


All non-major NGDCs reported a 0% busy-out rate for 2024. Pike County’s phone system did not have the capability to track this metric until January 2024. Wellsboro Electric reports the phone system does not have the capability to capture this metric.

## 2. Call Abandonment Rate

The EDCs and NGDCs are required to report the average call abandonment rate for each call center, business office, or both. The call abandonment rate<sup>9</sup> is the number of calls to a company’s call center that were abandoned, divided by the total number of calls that the company received at its call center or business office.

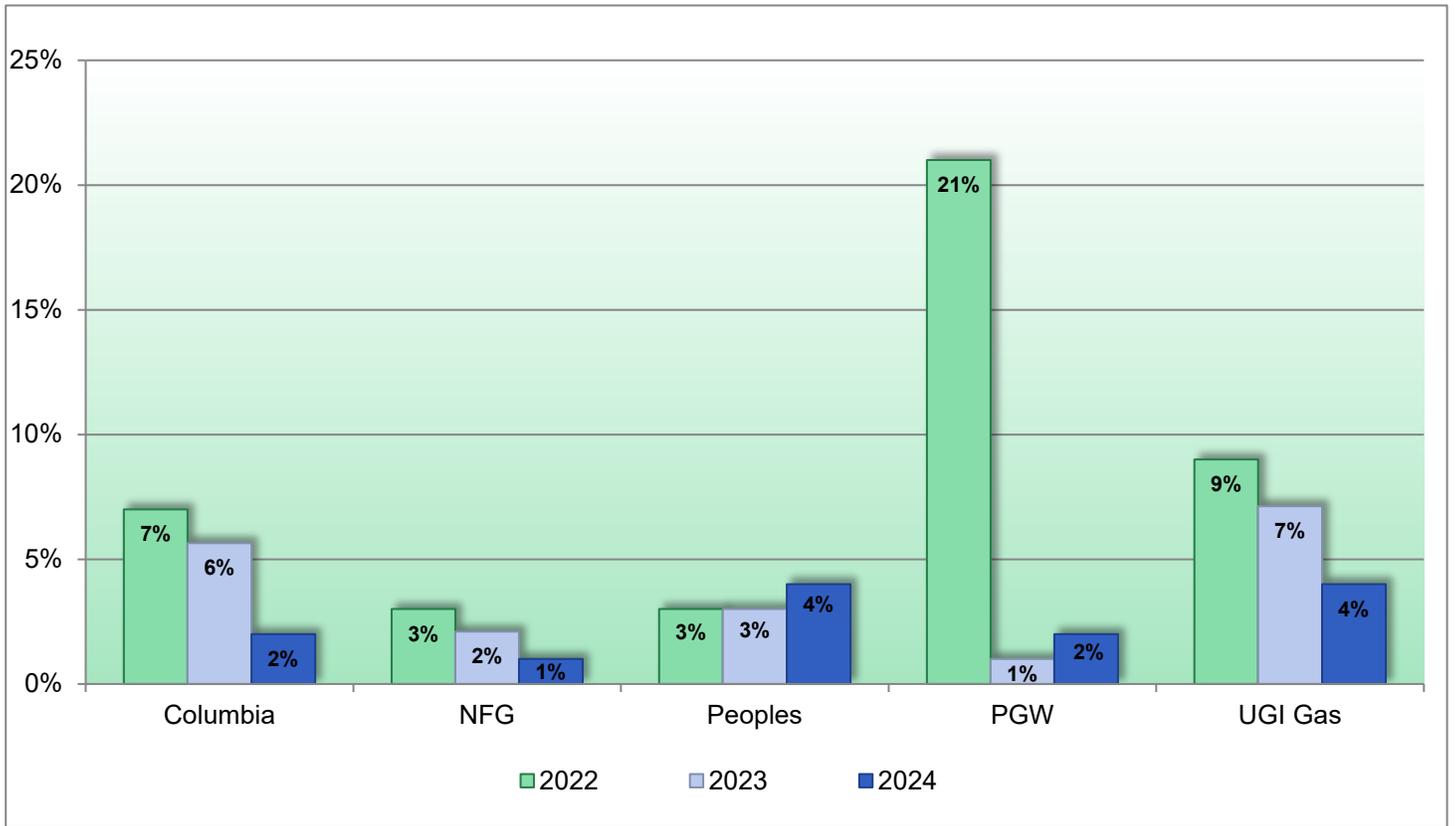
### Major EDCs Annual Average Call Abandonment Rate 2022-2024



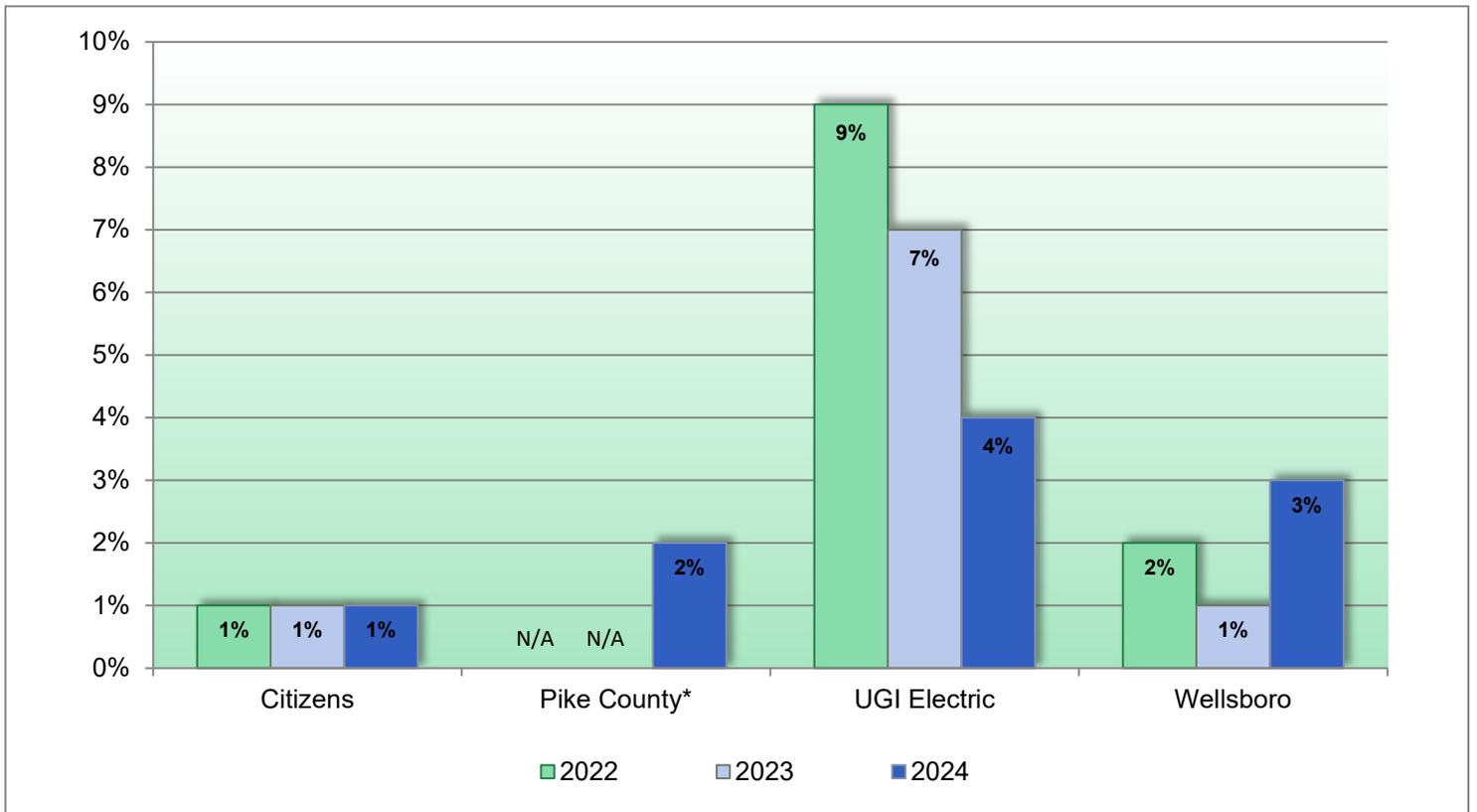
\*Although the four FirstEnergy companies use the same call centers, only Met Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn’s telephone access data is tracked and reported separately for this report.

<sup>9</sup> [52 Pa. Code § 54.152](#) and [52 Pa. Code § 62.32](#).

## Major NGDCs Annual Average Call Abandonment Rate 2022-2024



## Non-Major EDCs Annual Average Call Abandonment Rate 2022-2024

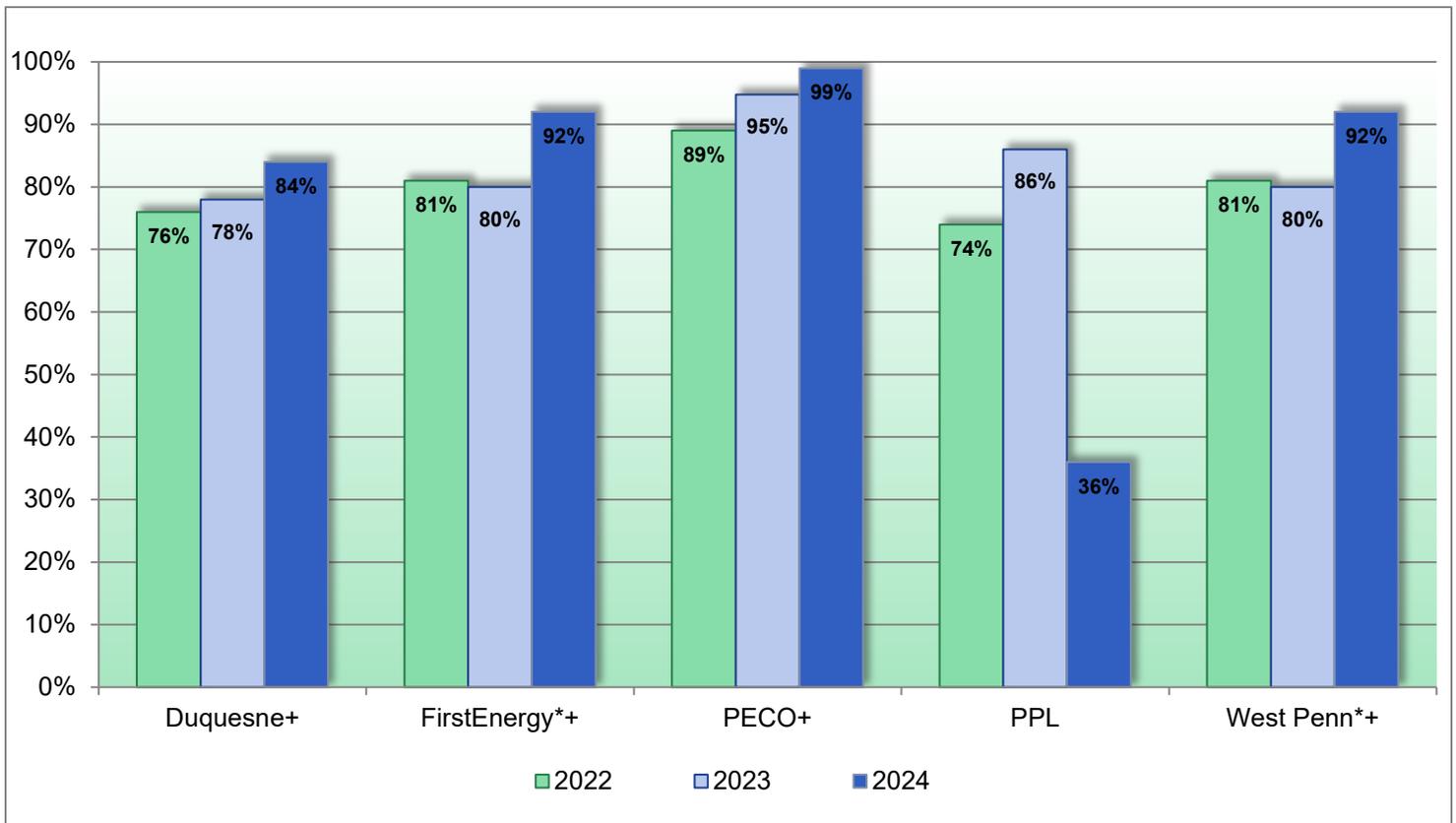


\*Pike County's phone system did not have the capability to track this metric until January of 2024.

### 3. Percent of Calls Answered Within 30 Seconds

Each EDC and major NGDC must report the percent of calls answered within 30 seconds or less at the company’s call center.<sup>10</sup> Answered calls means a company representative is ready to render assistance to the caller. An acknowledgment that the consumer is on the line does not constitute an answer. If a company operates more than one call center (a center for handling billing disputes and a separate one for making payment agreements, for example), the company must provide separate statistics for each call center and a combined performance metric for all call centers.

#### Major EDCs Annual Average Percent of Calls Answered Within 30 Seconds 2022-2024



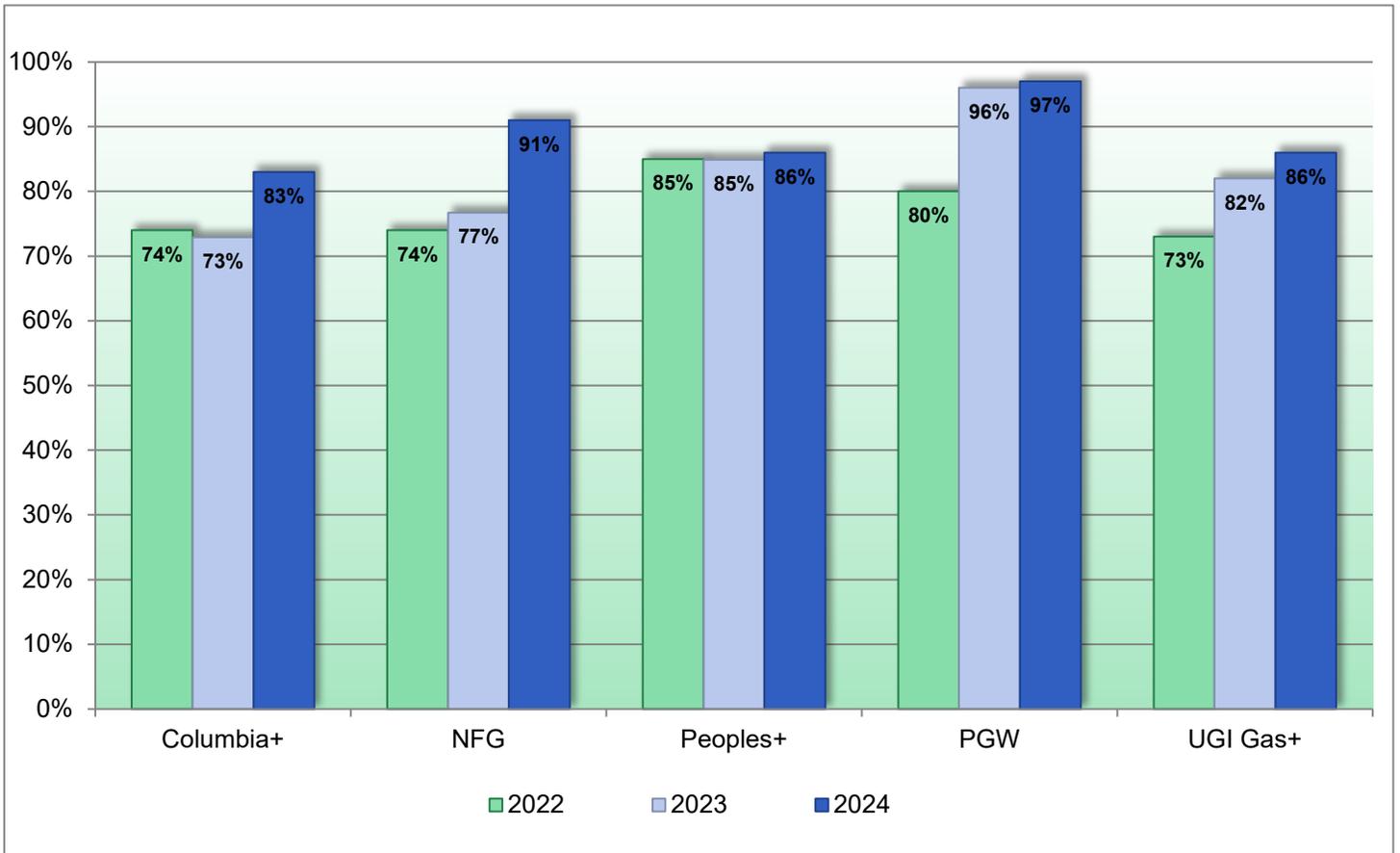
\*Although the four FirstEnergy companies use the same call centers, only Met Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn’s telephone access data is tracked and reported separately for this report.

+In 2024, these utilities included Interactive Voice Response (IVR) calls in the calculations for this metric.

Some utilities included IVR data in their responses, so comparison of utilities across the industry is not valid.

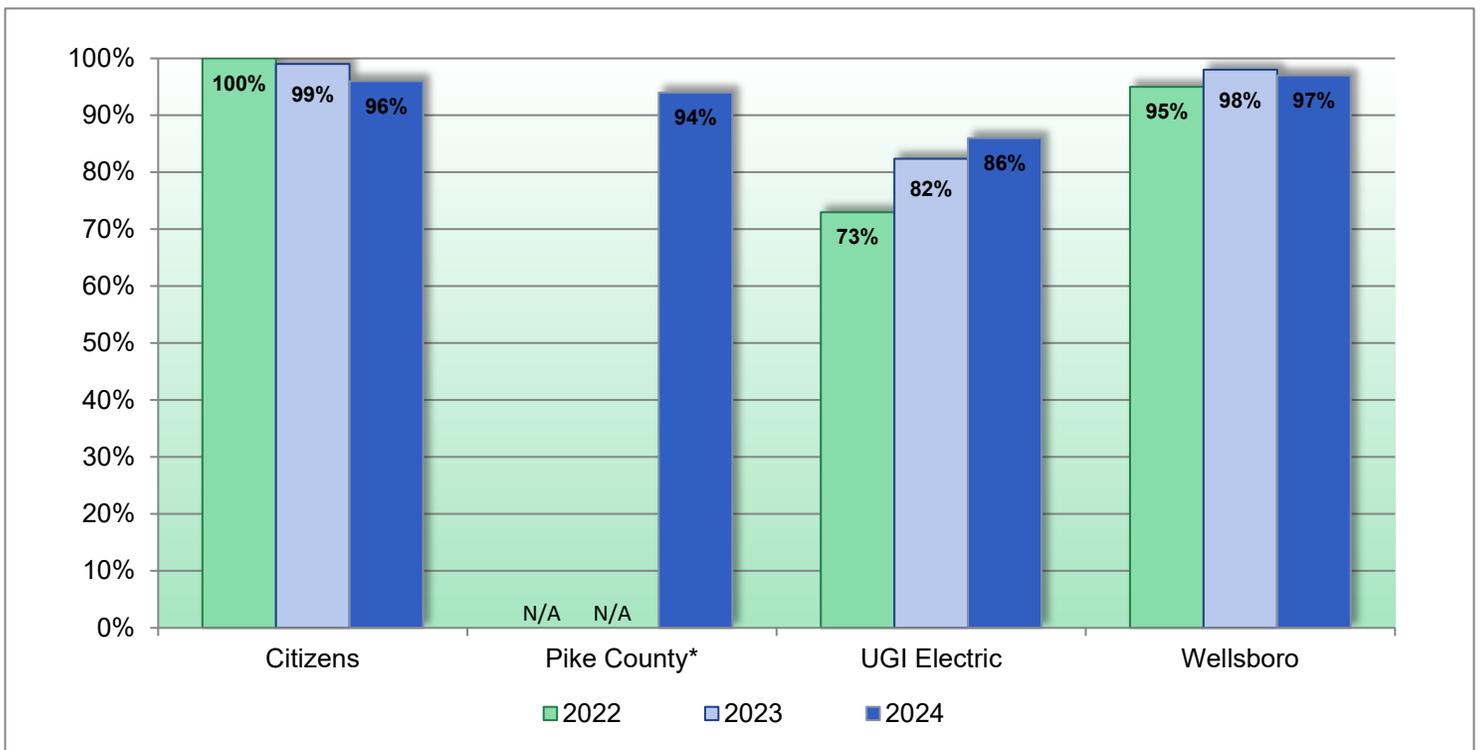
<sup>10</sup> Pursuant to the quality of service reporting requirements at [52 Pa. Code § 54.153\(b\)](#) and [52 Pa. Code § 62.33\(b\)](#).

## Major NGDCs Annual Average Percent of Calls Answered Within 30 Seconds 2022-2024



+In 2024, these utilities included Interactive Voice Response (IVR) calls in the calculations for this metric.

## Non-Major EDCs Annual Average Percent of Calls Answered Within 30 Seconds 2022-2024



\*Pike County's phone system did not have the capability to track this metric until January of 2024.

## B. Billing

A utility is required to render a bill once every billing period to all residential customers.<sup>11</sup>

### 1. Number and Percent of Residential Bills Not Rendered Once Every Billing Period

The EDCs and major NGDCs are required to report the number and percent of residential bills that the company failed to render.<sup>12</sup>

#### Annual Average Number and Percent of EDC Residential Bills Not Rendered Once Every Billing Period

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	2	0.00%	0	0.00%	1	0.00%
Met Ed	214	0.04%	56	0.01%	112	0.02%
PECO	494	0.03%	412	0.03%	8,955	0.59%
Penelec	135	0.03%	44	0.01%	127	0.03%
Penn Power	11	0.01%	7	0.01%	2	0.00%
PPL	89	0.01%	5,040	0.39%	222	0.07%
UGI Electric	1	0.00%	0	0.00%	1	0.00%
West Penn	58	0.01%	20	0.00%	8	0.00%
<b>Industry Average</b>	<b>126</b>	<b>0.02%</b>	<b>697</b>	<b>0.06%</b>	<b>1,179</b>	<b>0.09%</b>

<sup>11</sup> [66 Pa. C.S. § 1509](#) and [52 Pa. Code § 56.11](#).

<sup>12</sup> [52 Pa. Code § 54.153\(b\)\(2\)\(i\)](#) and [52 Pa. Code § 62.33\(b\)\(2\)\(i\)](#).

## Annual Average Number and Percent of NGDC Residential Bills Not Rendered Once Every Billing Period

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0.00%	0	0.00%	0	0.00%
NFG	0	0.00%	0	0.00%	0	0.00%
Peoples	0	0.00%	0	0.00%	17,427	3.10%
PGW	0	0.00%	0	0.00%	3	0.00%
UGI Gas	3	0.00%	1	0.00%	1	0.00%
<b>Industry Average</b>	<b>1</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>2,905</b>	<b>0.52%</b>

Peoples' significant increase was due to its bill print vendor closing abruptly during the summer of 2024. While transitioning to the new bill print vendor, several files were missed in November, which resulted in a delay in the printing and mailing of bills for one month. Because a significant number of bills were impacted in November, it resulted in a higher annual average number.

## 2. Number and Percent of Bills to Small Business Customers Not Rendered Once Every Billing Period

Quality of service reporting requirements for both the EDCs and the NGDCs require that companies report the number and percent of small business bills the companies failed to render.<sup>13</sup> The EDC regulations define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months.<sup>14</sup> The NGDC regulations define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 thousand cubic feet (Mcf).<sup>15</sup>

<sup>13</sup> [66 Pa. C.S. § 1509.](#)

<sup>14</sup> [52 Pa. Code § 54.152.](#)

<sup>15</sup> [52 Pa. Code § 62.32.](#)

**Annual Average Number and Percent of EDC Bills to Small Business Customers  
Not Rendered Once Every Billing Period**

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	1	0.00%	0	0.00%	1	0.00%
Met Ed	61	0.09%	41	0.06%	49	0.07%
PECO	359	0.20%	429	0.20%	6,139	3.37%
Penelec	64	0.08%	44	0.05%	63	0.07%
Penn Power	15	0.07%	13	0.06%	4	0.02%
PPL	51	0.03%	6,077	3.21%	125	0.05%
UGI Electric	0	0.00%	0	0.00%	1	0.02%
West Penn	45	0.05%	30	0.03%	20	0.02%
<b>Industry Average</b>	<b>75</b>	<b>0.07%</b>	<b>829</b>	<b>0.45%</b>	<b>800</b>	<b>0.45%</b>

**Annual Average Number and Percent of NGDC Bills to Small Business Customers Not  
Rendered Once Every Billing Period**

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0.00%	0	0.00%	0	0.00%
NFG	0	0.00%	0	0.00%	0	0.00%
Peoples	0	0.00%	0	0.00%	1,328	3.20%
PGW	1	0.01%	1	0.01%	0	0.00%
UGI Gas	2	0.00%	1	0.00%	1	0.01%
<b>Average</b>	<b>1</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>222</b>	<b>0.54%</b>

## C. Meter Reading

The quality of service reporting requirements include three measures of meter reading performances that correspond with the meter reading requirements.<sup>16</sup> As a reminder, meter reading metrics report PECO Electric performance separately from PECO Gas.

### 1. Number and Percent of Residential Meters Not Read by Company or Customer in Six Months

A utility may estimate the bill of a residential customer if personnel are unable to gain access to obtain an actual meter reading.<sup>17</sup> However, at least every six months, the utility must obtain an actual meter reading or customer-supplied reading to verify the accuracy of prior estimated bills. EDCs are required to report the number and percent of residential meters they have not read.<sup>18</sup>

#### Annual Average Number and Percent of EDC Residential Meters Not Read by Company or Customer in Six Months

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	72	0.01%	2	0.00%	1	0.00%
Met Ed	0	0.00%	3	0.00%	19	0.00%
PECO	117	0.01%	162	0.01%	181	0.01%
Penelec	0	0.00%	0	0.00%	11	0.00%
Penn Power	0	0.00%	2	0.00%	6	0.00%
PPL	8	0.00%	12	0.00%	13	0.00%
UGI Electric	2	0.00%	0	0.05%	0	0.00%
West Penn	0	0.00%	7	0.00%	23	0.00%
<b>Industry Average</b>	<b>25</b>	<b>0.04%</b>	<b>24</b>	<b>0.01%</b>	<b>32</b>	<b>0.00%</b>

<sup>16</sup> [52 Pa. Code § 56.12\(4\)\(ii\)](#), [§ 56.12\(4\)\(iii\)](#), and [§ 56.12\(5\)\(i\)](#).

<sup>17</sup> [52 Pa. Code § 56.12\(4\)\(ii\)](#).

<sup>18</sup> [52 Pa. Code § 54.153\(b\)\(3\)\(i\)](#) and [52 Pa. Code § 56.12\(4\)\(ii\)](#).

## Annual Average Number and Percent of NGDC Residential Meters Not Read by Company or Customer in Six Months

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Columbia	11	0.00%	10	0.00%	6	0.00%
NFG	1,315	1.09%	1,192	1.03%	1,037	0.93%
PECO (Gas)	11	0.00%	18	0.00%	53	0.01%
Peoples	6	0.00%	8	0.00%	4	0.00%
PGW	162	0.03%	134	0.03%	208	0.04%
UGI Gas	58	0.01%	49	0.01%	36	0.01%
<b>Industry Average</b>	<b>261</b>	<b>0.19%</b>	<b>235</b>	<b>0.18%</b>	<b>224</b>	<b>0.16%</b>

## 2. Number and Percent of Residential Meters Not Read in 12 Months

A company may estimate the bill of a residential customer if company personnel are unable to gain access to obtain an actual meter reading.<sup>19</sup> However, at least once every 12 months, the EDCs must obtain an actual meter reading to verify the accuracy of either the estimated or customer-supplied readings, and are required to report the number and percent of residential meters when they fail to meet the requirements.<sup>20</sup> This requirement also applies to NGDCs.<sup>21</sup>

## Annual Average Number and Percent of EDC Residential Meters Not Read in 12 Months

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	2	0.00%	0	0.00%	1	0.00%
Met Ed	0	0.00%	0	0.00%	15	0.00%
PECO	24	0.00%	22	0.00%	23	0.00%
Penelec	0	0.00%	0	0.00%	3	0.00%
Penn Power	0	0.00%	1	0.00%	14	0.01%
PPL	0	0.00%	1	0.00%	2	0.00%
UGI Electric	0	0.00%	0	0.00%	0	0.00%
West Penn	0	0.00%	0	0.00%	36	0.01%
<b>Industry Average</b>	<b>3</b>	<b>0.00%</b>	<b>3</b>	<b>0.00%</b>	<b>12</b>	<b>0.00%</b>

<sup>19</sup> [52 Pa. Code § 56.12\(4\)\(iii\)](#).

<sup>20</sup> [52 Pa. Code § 54.153\(b\)\(3\)\(ii\)](#).

<sup>21</sup> [52 Pa. Code § 62.33\(b\)\(3\)\(ii\)](#).

## Annual Average Number and Percent of NGDC Residential Meters Not Read in 12 Months

Company	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Columbia	2	0.00%	2	0.00%	1	0.00%
NFG	2,094	1.72%	724	0.62%	200	0.18%
PECO (Gas)	1	0.00%	2	0.00%	6	0.00%
Peoples	11	0.00%	6	0.00%	4	0.00%
PGW	40	0.01%	38	0.01%	71	0.02%
UGI Gas	30	0.01%	16	0.00%	8	0.00%
<b>Industry Average</b>	<b>363</b>	<b>0.29%</b>	<b>131</b>	<b>0.11%</b>	<b>48</b>	<b>0.03%</b>

### 3. Number and Percent of Residential Remote Meters Not Read in Five Years

A utility may render a bill on the basis of readings from a remote reading device.<sup>22</sup> However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Each EDC and major NGDC must report to the Commission the number and percent of residential remote meters for which it failed to obtain an actual meter reading under the timeframe described in Chapter 56.<sup>23</sup> It should be noted that while the Commission has defined remote meter reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices; therefore the accuracy of the data provided by the major companies for this performance measurement cannot be verified.

With the exception of NFG, the 2024 reported number of remote meters not read once in the last five years was zero for each of the major EDCs and NGDCs. This continues the trend of utilities with remote meter reading capabilities, reporting zero in the years 2022-2024.<sup>24</sup> Therefore, we do not present a chart or table for this metric. In 2024, NFG reported a 12-month cumulative average of 15, or 4%, of all residential remote meters were not read in accordance with [§ 56.12\(5\)\(i\)](#).

<sup>22</sup> [52 Pa. Code § 56.12\(5\)\(i\)](#).

<sup>23</sup> [52 Pa. Code § 54.153\(b\)\(3\)\(iii\)](#) and [52 Pa. Code § 62.33\(b\)\(3\)\(iii\)](#).

<sup>24</sup> As required by [52 Pa. Code § 56.12\(5\)\(i\)](#).

## D. Response to Disputes

When a customer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute.<sup>25</sup>

### 1. Number of Residential Disputes That Did Not Receive a Response Within 30 Days

Each EDC and NGDC is required to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days.<sup>26</sup>

#### Total Number of EDC Residential Disputes that Did Not Receive a Response Within 30 Days

Company	2022	2023	2024
Duquesne	60	49	70
Met Ed	0	0	0
PECO	0	2	11
Penelec	0	0	0
Penn Power	0	0	0
PPL	89	132	186
UGI Electric	0	0	0
West Penn	0	1	0
<b>Industry Total</b>	<b>149</b>	<b>184</b>	<b>267</b>

#### Total Number of NGDC Residential Disputes That Did Not Receive a Response Within 30 Days

Company	2022	2023	2024
Columbia	0	1	0
NFG	7	9	5
Peoples	0	0	0
PGW	5	33	21
UGI Gas	6	18	3
<b>Industry Total</b>	<b>18</b>	<b>61</b>	<b>29</b>

<sup>25</sup> [52 Pa. Code § 56.151\(5\)](#).

<sup>26</sup> [52 Pa. Code § 54.153\(b\)\(4\)](#) and [52 Pa. Code § 62.33\(b\)\(4\)](#).

## II. Customer Transaction Survey Results

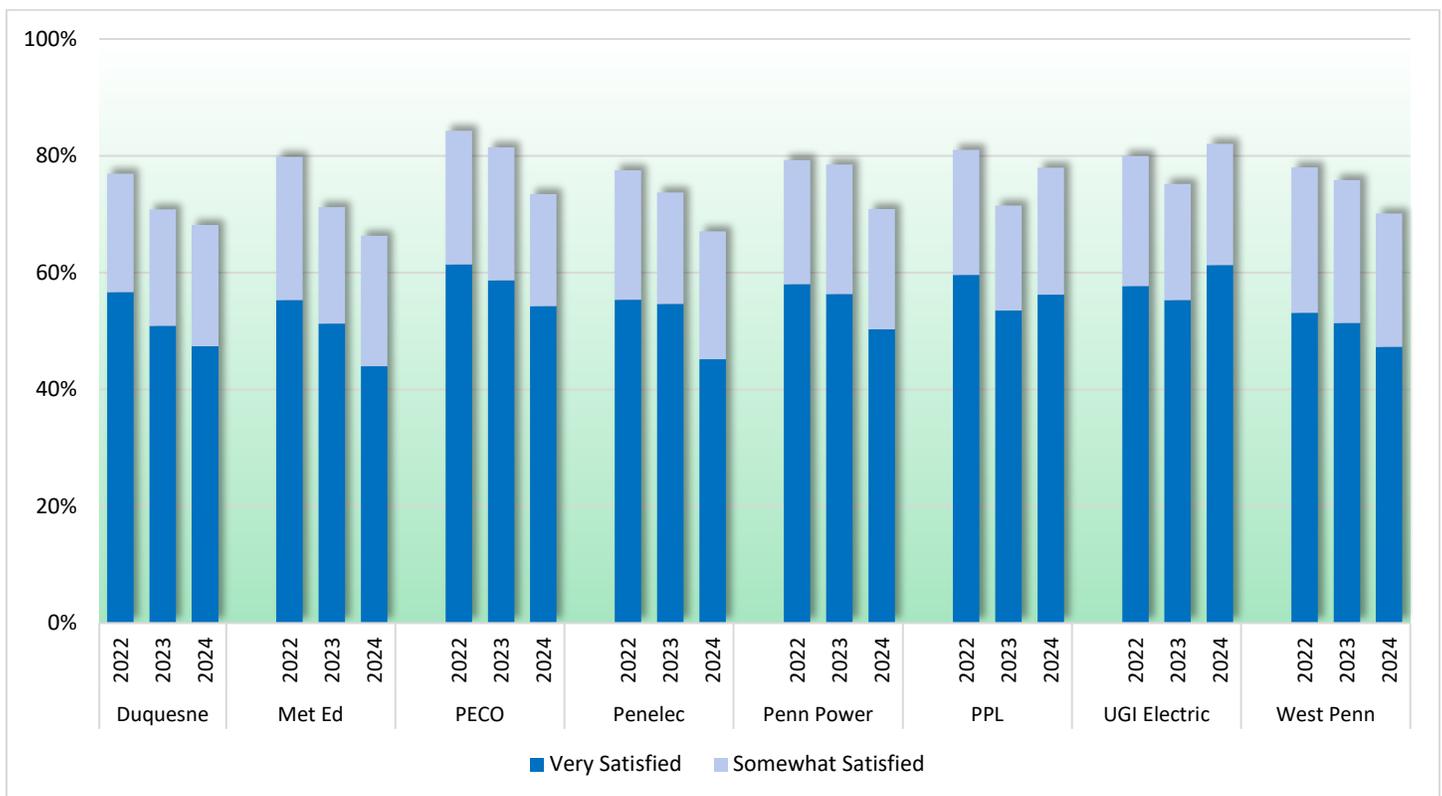
EDCs and major NGDCs are required to report customer transaction survey results to the Commission.<sup>27</sup> The transaction surveys assess the customer’s perceptions of recent interactions, focusing on access, employee courtesy and knowledge, response promptness and timeliness, and overall satisfaction with the interaction.

The surveys focus on residential and small business customers who contacted their company within the past 30 days, excluding industrial customers and outbound company-initiated contacts. Each month, companies submit randomly selected customer phone numbers to a research firm to survey approximately 700 customers per utility annually. Of the 700 customers surveyed, at least 200 must be related to credit and collections issues. This sample size meets statistical validity standards with a +/- margin of error at 95% confidence.

### A. Reaching the Company

The first survey question evaluates customer satisfaction with the ease of reaching their EDC or NGDC. Respondents rate their experience on a scale from 1 (very dissatisfied) to 10 (very satisfied).

**Percent of Customers Indicating Satisfaction with Ease of Reaching EDC 2022-2024**

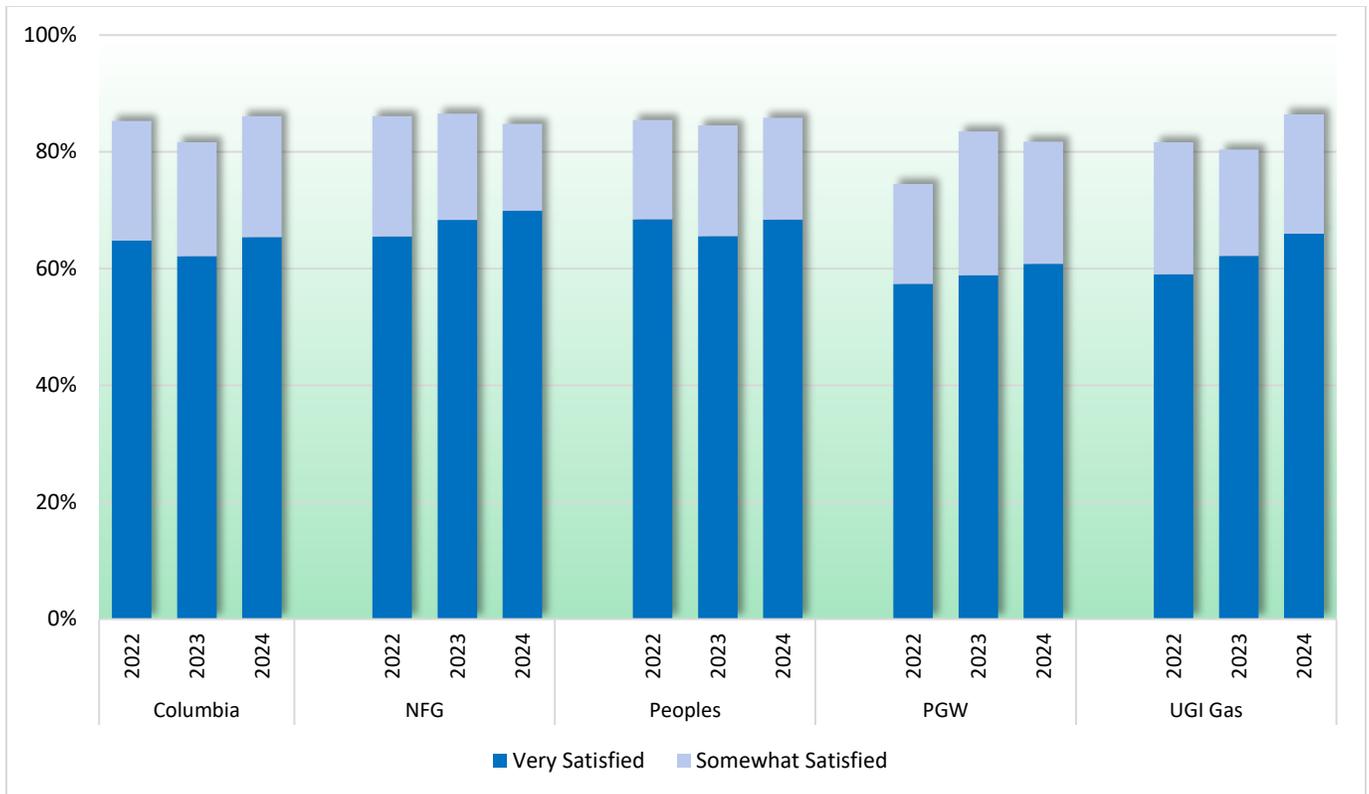


<sup>27</sup> Reporting Requirements for Quality of Service Benchmarks and Standards at [52 Pa. Code § 54.154](#) and [52 Pa. Code § 62.34](#).

## EDC Survey Results – Ease of Reaching the Company – 2022-2024

Company	Satisfaction with Ease of Reaching the Company		
	2022	2023	2024
Duquesne	77%	71%	68%
Met Ed	80%	71%	66%
PECO	84%	82%	73%
Penelec	77%	74%	67%
Penn Power	79%	78%	71%
PPL	81%	72%	78%
UGI Electric	80%	75%	82%
West Penn	78%	75%	70%
<b>Industry Average</b>	<b>79%</b>	<b>75%</b>	<b>72%</b>

## Percent of Customers Indicating Satisfaction with Ease of Reaching NGDC 2022-2024



The following table presents the percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked about the ease of reaching the NGDC. NFG does not use an automated telephone system at its call center.

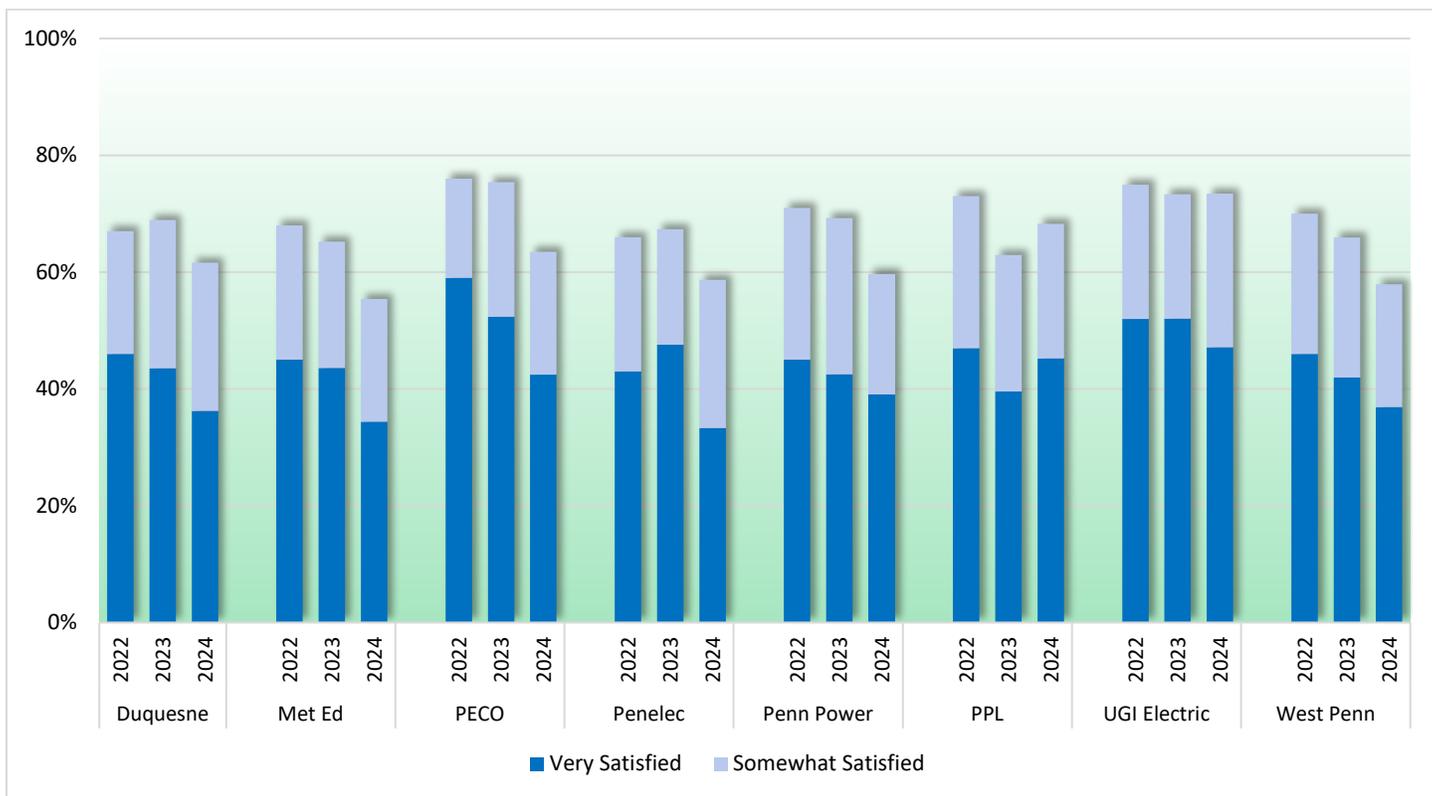
### NGDC Survey Results – Ease of Reaching the Company – 2022-2024

Company	Satisfaction with Ease of Reaching the Company		
	2022	2023	2024
Columbia	85%	81%	86%
NFG	87%	86%	85%
Peoples	84%	84%	86%
PGW	74%	84%	82%
UGI Gas	82%	80%	86%
<b>Industry Average</b>	<b>82%</b>	<b>83%</b>	<b>85%</b>

## B. Automated Phone Systems

Survey interviewers asked consumers about their experience using automated phone systems during initial contact with their EDC or NGDC.

### Percent of Customers Indicating Satisfaction with Using EDC's Automated Phone System 2022-2024



### EDC Survey Results – Using the Automated Phone System – 2022-2024

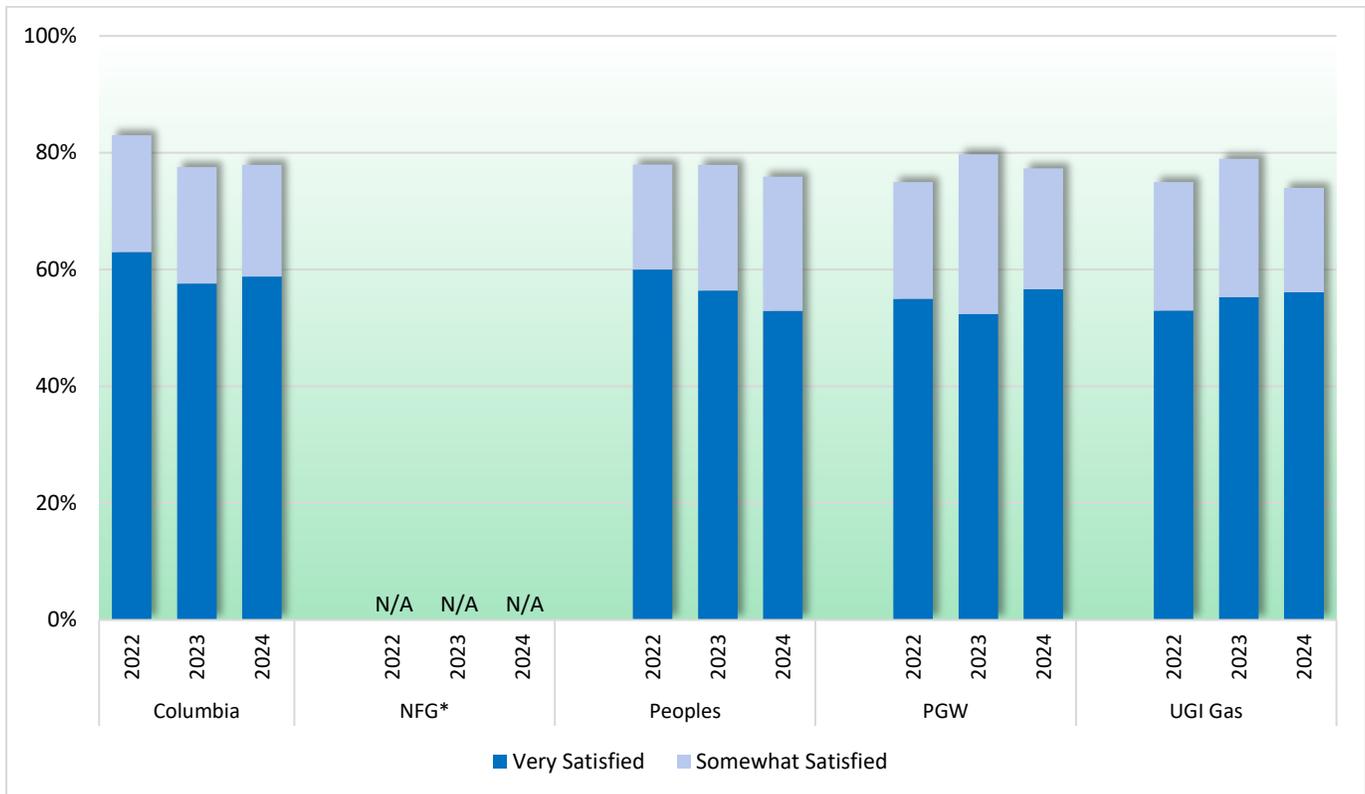
Company	Satisfaction with Using EDC's Automated Phone System		
	2022	2023	2024
Duquesne	67%	69%	62%
Met Ed	68%	66%	55%
PECO	76%	75%	63%
Penelec	66%	68%	59%
Penn Power	71%	70%	60%
PPL	73%	63%	68%
UGI Electric	75%	73%	73%
West Penn	70%	66%	58%
<b>Industry Average</b>	<b>71%</b>	<b>69%</b>	<b>62%</b>

The table presents three key customer satisfaction indicators related to the use of EDCs' automated phone systems: ease of use, satisfaction with menu options, and wait to speak with a representative.

### EDC Survey Results – Contacting an EDC – 2022-2024

Company	Ease of Using EDC's Automated Telephone System			Satisfaction with Choices Offered by Automated Telephone System			Satisfaction with Wait to Speak to an EDC Representative		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	72%	74%	62%	65%	69%	63%	71%	63%	59%
Met Ed	70%	65%	55%	69%	65%	54%	75%	69%	59%
PECO	79%	75%	69%	75%	74%	63%	81%	77%	69%
Penelec	78%	68%	56%	67%	66%	59%	69%	67%	58%
Penn Power	72%	68%	59%	70%	68%	60%	74%	70%	62%
PPL	74%	66%	72%	72%	60%	68%	70%	62%	75%
UGI Electric	76%	75%	77%	72%	71%	70%	74%	75%	78%
West Penn	69%	69%	57%	69%	67%	55%	73%	68%	65%
<b>Industry Average</b>	<b>72%</b>	<b>70%</b>	<b>63%</b>	<b>70%</b>	<b>68%</b>	<b>61%</b>	<b>73%</b>	<b>69%</b>	<b>65%</b>

### Percent of Customers Indicating Satisfaction with Using NGDC's Automated Phone System 2022-2024



\*NFG does not use an automated telephone system at its call center.

## NGDC Survey Results – Using the Automated Phone System – 2022-2024

Company	Satisfaction with Using NGDC’s Automated Phone System		
	2022	2023	2024
Columbia	83%	78%	78%
NFG	N/A	N/A	N/A
Peoples	78%	79%	76%
PGW	75%	79%	77%
UGI Gas	75%	79%	74%
<b>Industry Average</b>	<b>78%</b>	<b>79%</b>	<b>76%</b>

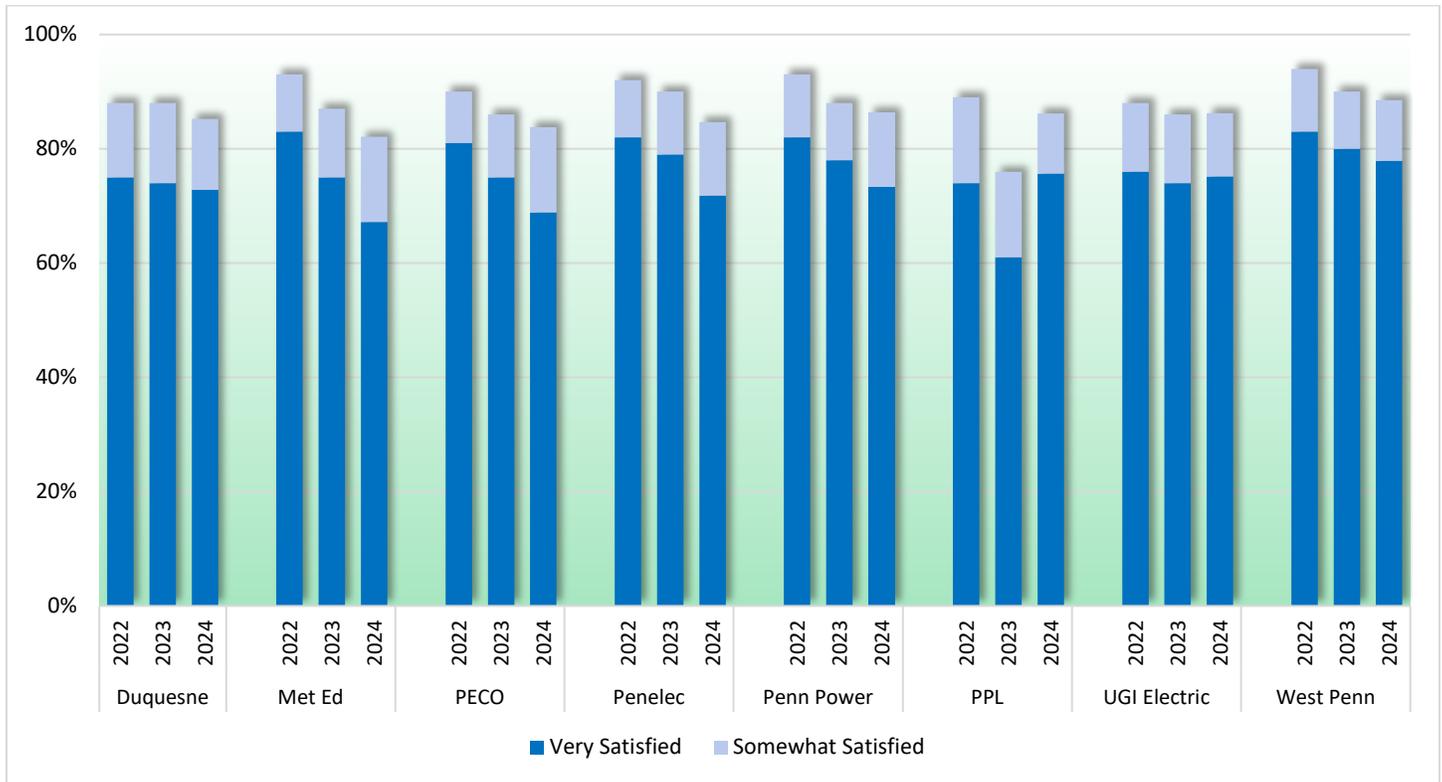
## NGDC Survey Results – Contacting an NGDC – 2022-2024

Company	Ease of Using NGDC’s Automated Telephone System			Satisfaction with Choices Offered by Automated Telephone System			Satisfaction With Wait To Speak to an NGDC Representative		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	76%	77%	80%	80%	78%	78%	81%	75%	78%
NFG	N/A	N/A	N/A	N/A	N/A	N/A	86%	85%	83%
Peoples	76%	78%	76%	76%	80%	74%	78%	77%	79%
PGW	75%	80%	80%	75%	78%	77%	73%	83%	82%
UGI Gas	76%	77%	76%	72%	76%	74%	75%	78%	81%
<b>Industry Average</b>	<b>76%</b>	<b>78%</b>	<b>78%</b>	<b>76%</b>	<b>78%</b>	<b>76%</b>	<b>78%</b>	<b>80%</b>	<b>81%</b>

## C. Company Representatives

Consumers who spoke with a company representative were asked how satisfied they were with the interaction.

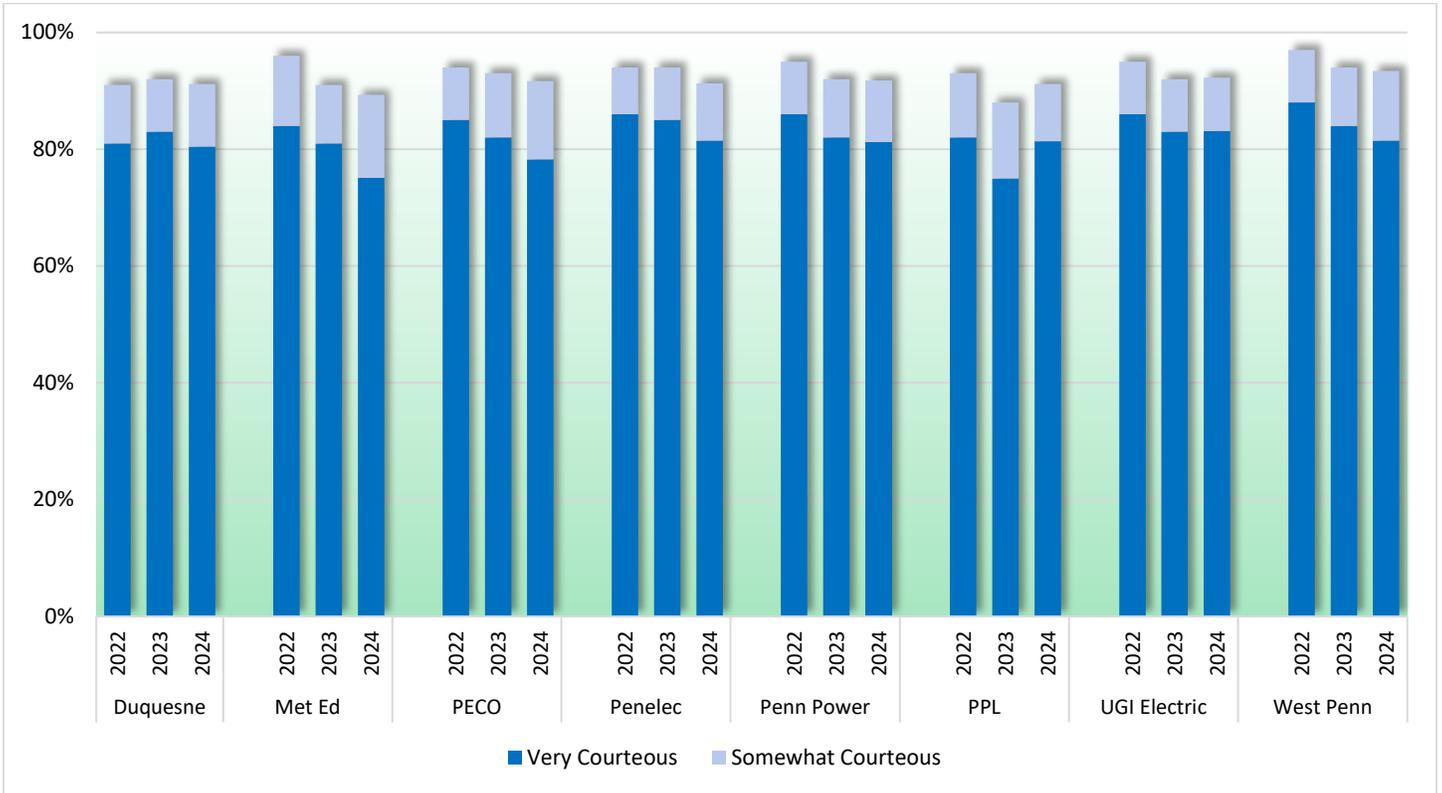
### Satisfaction with EDC Representative's Handling of the Contact



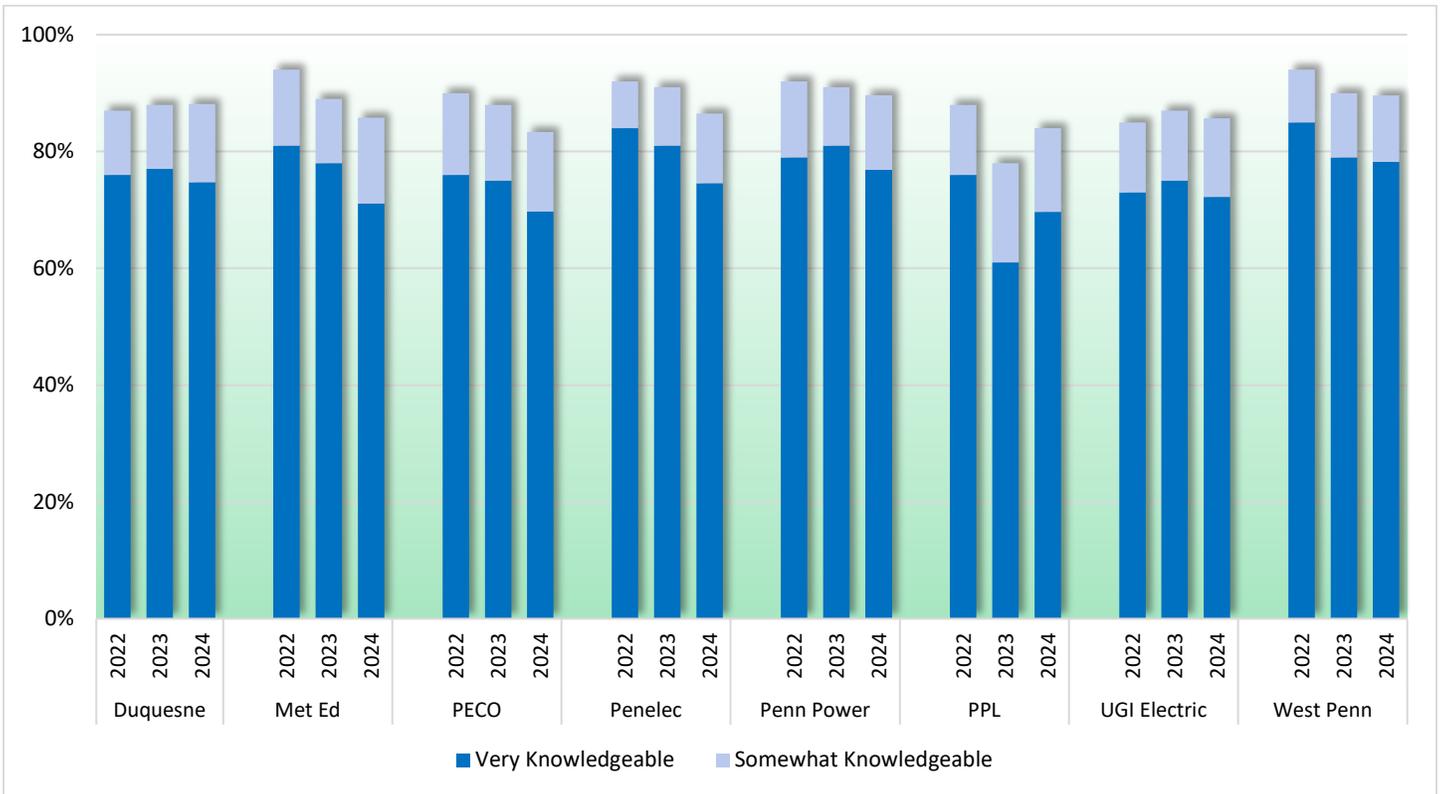
### EDC Survey Results – Representative's Handling of Contact – 2022-2024

Company	Satisfaction with EDC Representative's Handling of Contact		
	2022	2023	2024
Duquesne	88%	88%	85%
Met Ed	93%	87%	82%
PECO	90%	86%	84%
Penelec	92%	90%	85%
Penn Power	93%	88%	86%
PPL	89%	76%	86%
UGI Electric	88%	86%	86%
West Penn	94%	90%	88%
<b>Industry Average</b>	<b>91%</b>	<b>87%</b>	<b>85%</b>

## Satisfaction with EDC Call Center Representative's Courtesy



## Satisfaction with EDC Call Center Representative's Knowledge



## EDC Survey Results – Consumer Ratings of Representatives – 2022-2024

Company	Call Center Representative’s Courtesy			Call Center Representative’s Knowledge		
	2022	2023	2024	2022	2023	2024
Duquesne	91%	92%	91%	87%	88%	88%
Met Ed	96%	91%	89%	94%	89%	86%
PECO	94%	93%	92%	90%	88%	83%
Penelec	94%	94%	91%	92%	91%	87%
Penn Power	95%	92%	92%	92%	91%	90%
PPL	93%	88%	91%	88%	78%	84%
UGI Electric	95%	92%	92%	85%	87%	86%
West Penn	97%	94%	93%	94%	90%	90%
<b>Industry Average</b>	<b>94%</b>	<b>92%</b>	<b>92%</b>	<b>90%</b>	<b>88%</b>	<b>87%</b>

## EDC Survey Results – Premises Visit from a Field Representative – 2022-2024

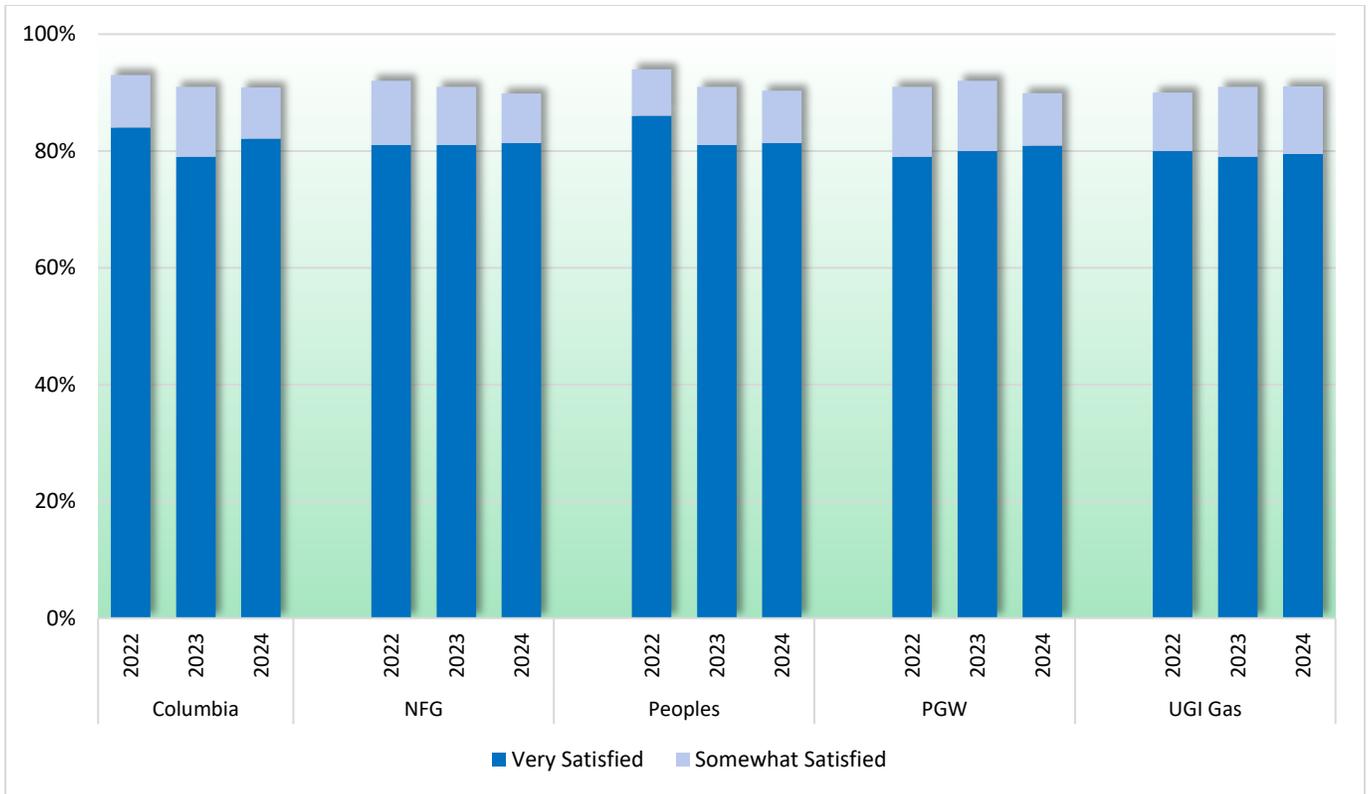
Company	Field Rep’s Courtesy			Field Rep’s Knowledge			Field Rep’s Respect for Property		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	100%	100%	96%	100%	93%	91%	78%	78%	84%
Met Ed	100%	94%	93%	100%	88%	93%	81%	81%	77%
PECO	96%	99%	93%	100%	98%	87%	90%	96%	75%
Penelec	100%	100%	100%	100%	100%	86%	76%	83%	88%
Penn Power	100%	100%	89%	89%	100%	81%	73%	86%	76%
PPL	100%	98%	97%	100%	90%	98%	97%	89%	88%
UGI Electric	89%	98%	96%	81%	93%	93%	72%	88%	92%
West Penn	86%	89%	91%	86%	78%	87%	77%	70%	83%
<b>Industry Average</b>	<b>95%</b>	<b>98%</b>	<b>95%</b>	<b>93%</b>	<b>94%</b>	<b>91%</b>	<b>81%</b>	<b>86%</b>	<b>83%</b>

The next metrics surveyed customer satisfaction with utility field representatives and include: (1) Promptness, acting quickly or responsively to a customer’s request (e.g., scheduling a visit within days, rather than weeks); (2) Timeliness, arriving at the agreed-upon date and time for a scheduled visit; and (3) Overall satisfaction with the visit.

## EDC Survey Results – Premises Visit from a Field Representative – 2022-2024

Company	Satisfaction that Field Rep Responded Promptly			Satisfaction That Work Completed in a Timely Manner			Overall Satisfaction with the Way Premises Visit Handled		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	69%	71%	67%	100%	74%	82%	76%	74%	71%
Met Ed	62%	76%	57%	85%	93%	82%	81%	86%	77%
PECO	73%	68%	51%	93%	90%	73%	87%	88%	73%
Penelec	82%	84%	81%	72%	89%	88%	72%	89%	84%
Penn Power	75%	84%	81%	95%	97%	85%	77%	85%	71%
PPL	81%	76%	83%	91%	85%	94%	91%	87%	87%
UGI Electric	74%	68%	72%	81%	88%	93%	76%	89%	84%
West Penn	84%	74%	75%	92%	83%	81%	85%	73%	79%
<b>Industry Average</b>	<b>74%</b>	<b>74%</b>	<b>72%</b>	<b>87%</b>	<b>88%</b>	<b>87%</b>	<b>81%</b>	<b>85%</b>	<b>80%</b>

## Satisfaction with NGDC Representative’s Handling of the Contact

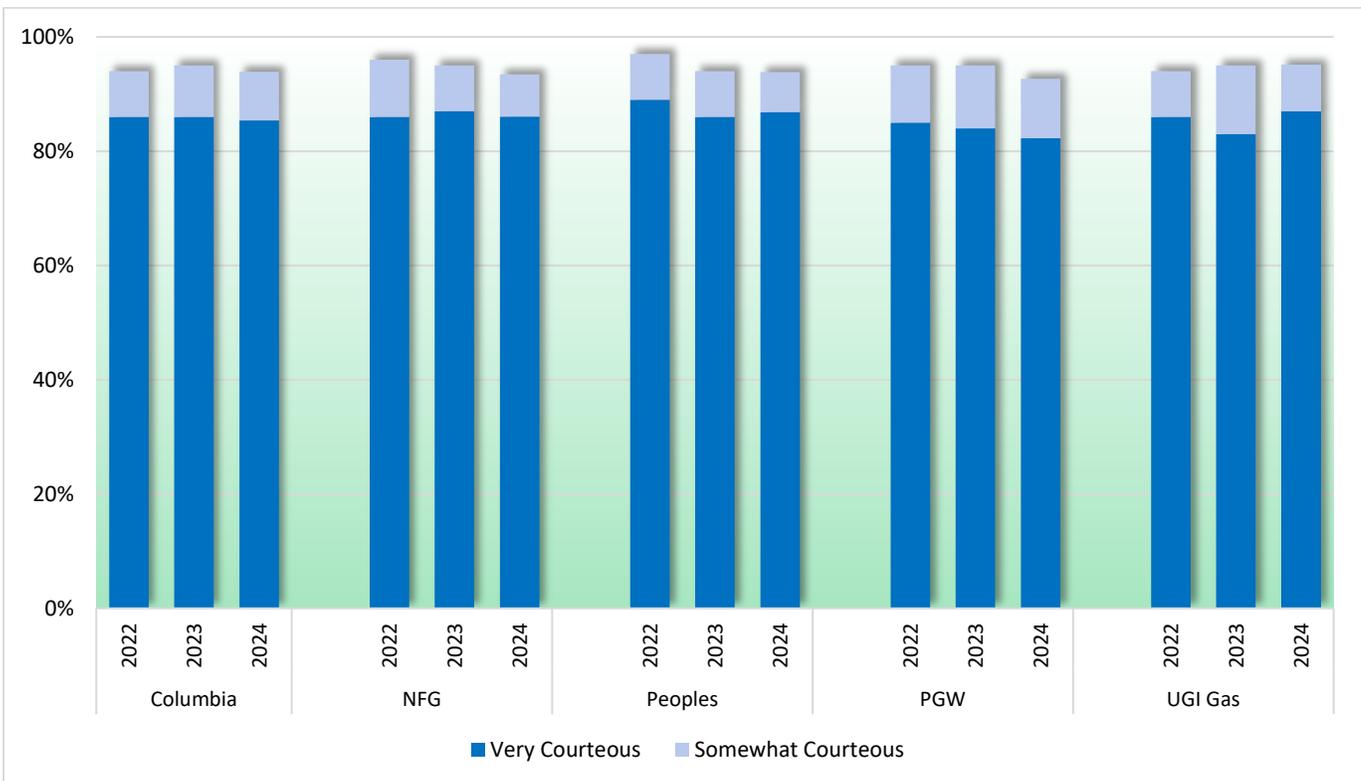


The following table presents the percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with the NGDC representative’s handling of their recent contact.

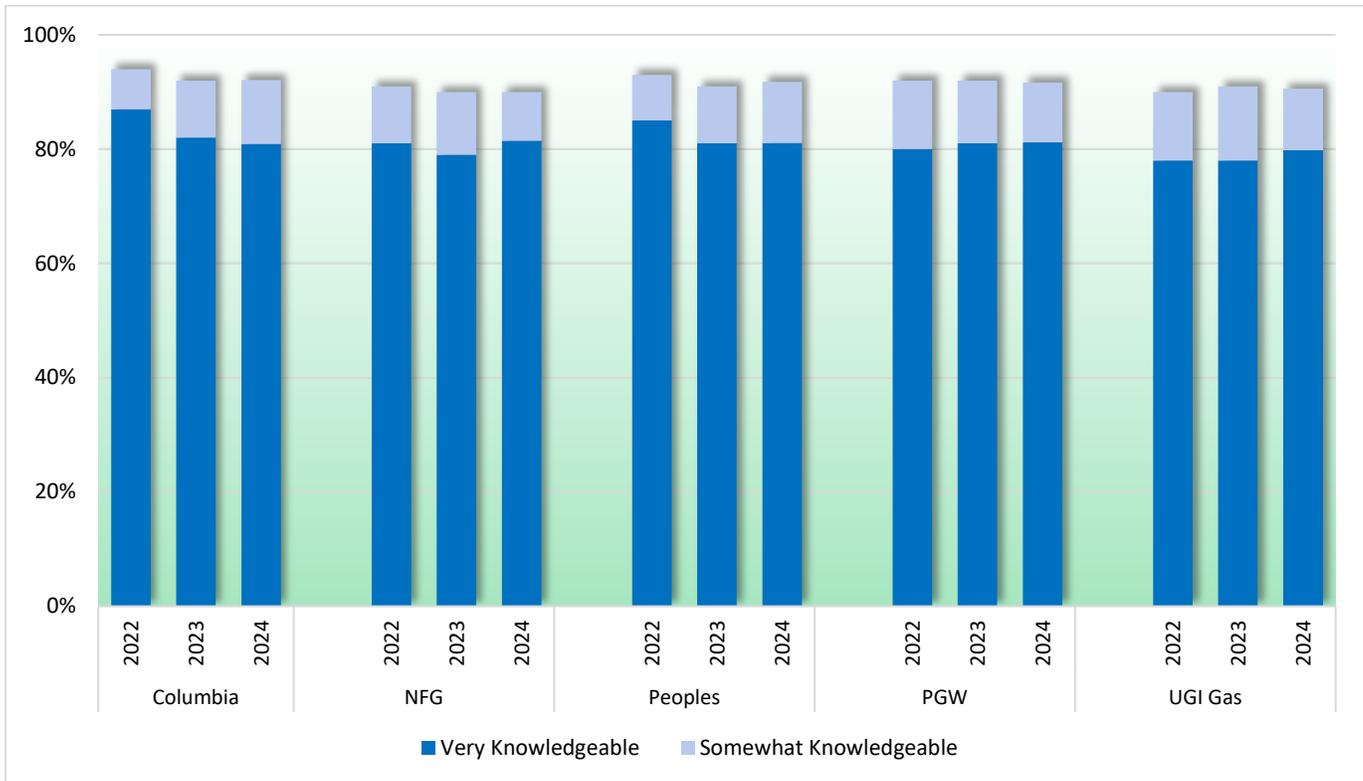
### NGDC Survey Results – Representative’s Handling of Contact – 2022-2024

Company	Satisfaction with NGDC Representative’s Handling of Contact		
	2022	2023	2024
Columbia	93%	91%	91%
NFG	92%	91%	90%
Peoples	94%	91%	90%
PGW	91%	92%	90%
UGI Gas	90%	91%	91%
<b>Industry Average</b>	<b>92%</b>	<b>91%</b>	<b>90%</b>

### Satisfaction with NGDC Call Center Representative's Courtesy



## Satisfaction with NGDC Call Center Representative's Knowledge



The following table presents the percent of consumers who described the company representative as either “very courteous” or “somewhat courteous” and “very knowledgeable” or “somewhat knowledgeable” when asked about the call center representative.

## NGDC Survey Results – Consumer Ratings of Representatives – 2022-2024

Company	Call Center Representative's Courtesy			Call Center Representative's Knowledge		
	2022	2023	2024	2022	2023	2024
Columbia	99%	95%	94%	94%	92%	92%
NFG	96%	95%	93%	91%	90%	90%
Peoples	97%	94%	94%	93%	91%	92%
PGW	95%	95%	93%	92%	92%	92%
UGI Gas	94%	95%	95%	90%	91%	91%
<b>Industry Average</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>

The survey measured how consumers perceived representatives' courtesy, knowledge, and respect during field visits, with results presented in the following table.

### NGDC Survey Results – Premises Visit from a Field Representative – 2022-2024

Company	Field Rep's Courtesy			Field Rep's Knowledge			Field Rep's Respect for Property		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	92%	96%	97%	92%	95%	92%	87%	96%	98%
NFG	90%	98%	95%	83%	96%	92%	95%	88%	85%
Peoples	100%	95%	98%	97%	93%	96%	94%	93%	91%
PGW	96%	97%	97%	98%	98%	96%	93%	94%	97%
UGI Gas	98%	98%	98%	91%	93%	92%	86%	90%	97%
<b>Industry Average</b>	<b>96%</b>	<b>97%</b>	<b>97%</b>	<b>93%</b>	<b>95%</b>	<b>94%</b>	<b>91%</b>	<b>91%</b>	<b>92%</b>

The following table shows the percentage of consumers who reported being "very satisfied" or "somewhat satisfied" with promptness and timeliness.

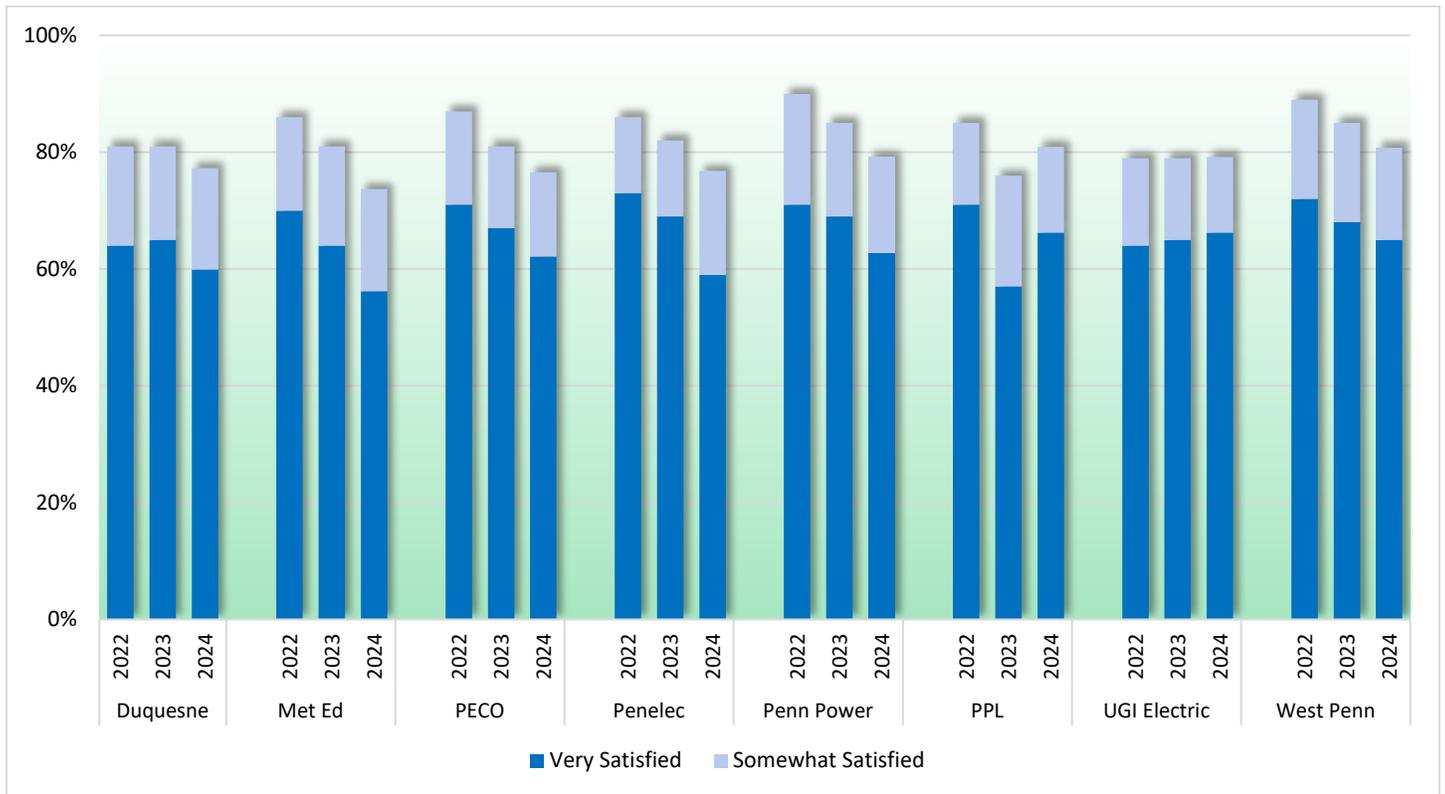
### NGDC Survey Results – Premises Visit from a Field Representative – 2022-2024

Company	Satisfaction that Field Rep Responded Promptly			Satisfaction That Work Completed in a Timely Manner			Overall Satisfaction with the Way Premises Visit Handled		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	90%	90%	93%	90%	95%	94%	87%	94%	91%
NFG	85%	80%	77%	87%	93%	90%	87%	87%	84%
Peoples	86%	90%	85%	92%	92%	92%	96%	91%	92%
PGW	85%	86%	86%	89%	85%	85%	95%	95%	94%
UGI Gas	86%	82%	86%	89%	89%	87%	82%	87%	95%
<b>Industry Average</b>	<b>86%</b>	<b>85%</b>	<b>84%</b>	<b>89%</b>	<b>91%</b>	<b>90%</b>	<b>90%</b>	<b>91%</b>	<b>90%</b>

## D. Overall Satisfaction

Consumers judge their overall satisfaction with a utility company based on several factors, including how easy it is to reach the company, the usability of its automated phone system, wait times to speak with a representative, and the courtesy and knowledge of that representative. Field visits also influence customer perceptions.

**Percent of Customers Satisfied with EDC’s Overall Quality of Service During Recent Contact 2022-2024**

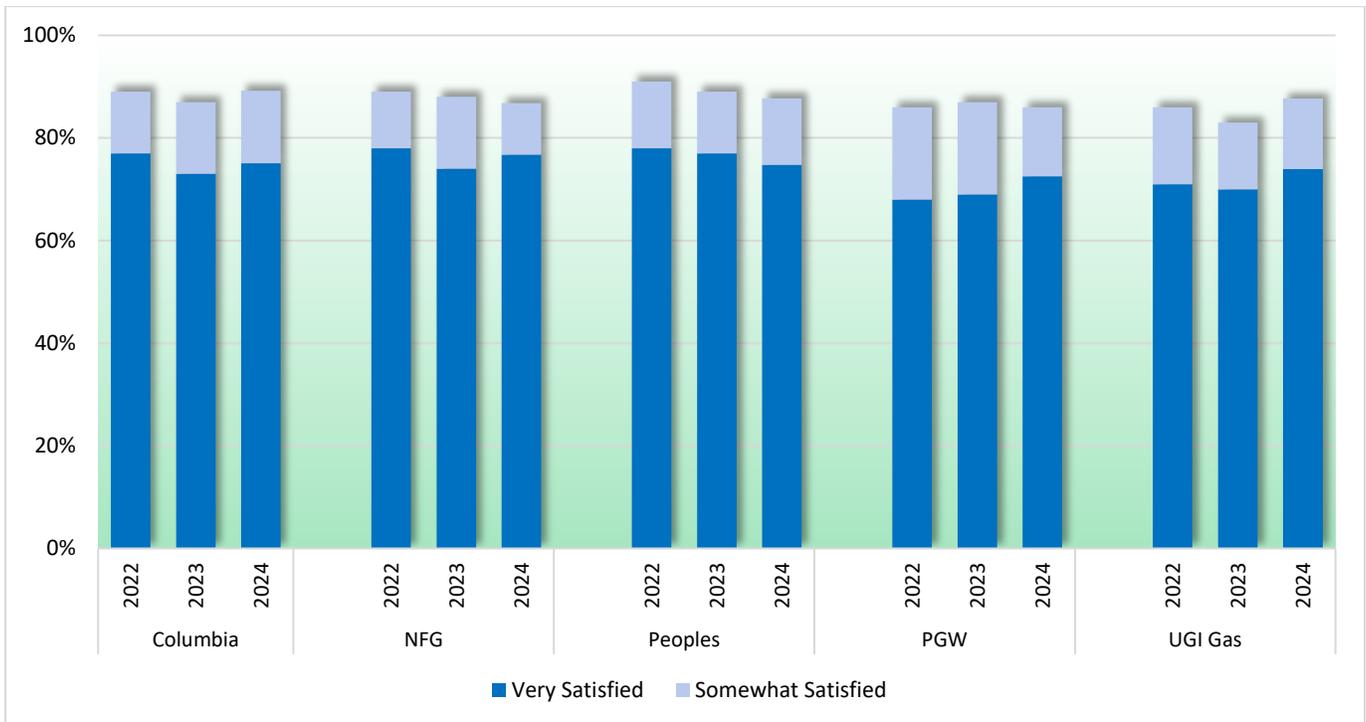


The following table presents the percent of consumers who answered either “satisfied” or “very satisfied” with the quality of service, broken down by category of contact. The Other category includes contacts to an EDC about trouble or power outages, billing matters, connect/disconnect requests, customer choice and miscellaneous issues such as requests for rate information or name and address changes.

### EDC Survey Results – Overall Satisfaction with Contact – 2022-2024

Company	Overall			Credit/Collection			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	81%	81%	77%	81%	81%	78%	80%	82%	77%
Met Ed	86%	81%	74%	87%	76%	67%	85%	82%	77%
PECO	87%	81%	77%	82%	85%	72%	89%	79%	79%
Penelec	86%	82%	77%	88%	78%	76%	85%	84%	77%
Penn Power	90%	85%	79%	91%	86%	78%	89%	85%	80%
PPL	85%	76%	81%	89%	77%	77%	82%	76%	83%
UGI Electric	79%	79%	79%	87%	85%	78%	77%	77%	79%
West Penn	89%	85%	81%	92%	83%	76%	88%	86%	83%
<b>Industry Average</b>	<b>86%</b>	<b>82%</b>	<b>78%</b>	<b>87%</b>	<b>81%</b>	<b>75%</b>	<b>85%</b>	<b>82%</b>	<b>79%</b>

### Percent of Customers Satisfied with NGDC’s Overall Quality of Service During Recent Contact 2022-2024



## NGDC Survey Results – Overall Satisfaction with Contact – 2022-2024

Company	Overall			Credit/Collection			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	89%	87%	89%	90%	85%	89%	89%	88%	89%
NFG	89%	88%	87%	88%	86%	84%	89%	89%	88%
Peoples	91%	89%	88%	89%	91%	88%	91%	88%	87%
PGW	86%	87%	86%	88%	88%	86%	91%	86%	86%
UGI Gas	86%	83%	88%	93%	80%	87%	87%	83%	88%
<b>Industry Average</b>	<b>88%</b>	<b>86%</b>	<b>87%</b>	<b>89%</b>	<b>86%</b>	<b>87%</b>	<b>88%</b>	<b>87%</b>	<b>88%</b>

### III. Conclusion

This report fulfills the PUC's responsibility to summarize service quality statistics submitted by EDCs and NGDCs. It includes comparative performance data and customer survey responses, providing insight into both the level and quality of service. These metrics allow the Commission to monitor utility performance and ensure appropriate service delivery.

The data shows that performance measures are interconnected, with results in one area often affecting others. For example, delays in meter readings can lead to underestimated usage, make-up bills, and increased customer complaints. Higher call volumes can strain telephone access, slow dispute resolution, and cause missed reporting deadlines, which in turn affect survey results and generate more complaints. Overall, the findings highlight how utilities remain vulnerable to service disruptions caused by internal or external pressures such as staffing shortages, heavy call traffic, or the transition back to post-pandemic operations.

In 2024, EDCs generally maintained or improved performance compared to 2022, though results varied by company.

NGDCs showed overall improvement in 2024.

Survey results, however, revealed declines in EDC customer service compared to 2022, except in field service categories. NGDCs showed mixed outcomes, with some improvements and some declines.

## Appendix A: Characteristics of Survey Participants

### Characteristics of 2024 Survey Participants – EDCs

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Unknown Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premises Visit
Duquesne	731	92%	8%	0%	58%	71%	5%
Met Ed	707	89%	11%	0%	68%	86%	6%
PECO	700	89%	11%	0%	63%	67%	9%
Penelec	703	90%	10%	0%	70%	88%	9%
Penn Power	656	96%	4%	0%	66%	87%	8%
PPL	708	99%	1%	0%	50%	59%	15%
UGI Electric	625	90%	3%	6%	69%	93%	14%
West Penn	715	90%	10%	0%	67%	85%	7%
<b>Industry Average</b>	<b>693</b>	<b>92%</b>	<b>7%</b>	<b>1%</b>	<b>64%</b>	<b>79%</b>	<b>9%</b>

### Characteristics of 2024 Survey Participants – NGDCs

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Unknown Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premises Visit
Columbia	706	97%	3%	0%	73%	70%	11%
NFG	718	97%	3%	0%	0%	92%	25%
Peoples	1,074	98%	2%	0%	51%	66%	14%
PGW	700	89%	11%	0%	67%	88%	16%
UGI Gas	701	93%	7%	1%	68%	90%	15%
<b>Industry Average</b>	<b>780</b>	<b>95%</b>	<b>5%</b>	<b>0%</b>	<b>52%</b>	<b>81%</b>	<b>16%</b>

## Appendix B: Survey Participants Reason for Contact

### Survey Participants Reason for Contact – EDCs

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
<b>2024</b>						
Duquesne	19%	42%	10%	18%	4%	7%
Met Ed	5%	37%	6%	38%	2%	12%
PECO	4%	47%	10%	19%	2%	17%
Penelec	6%	32%	5%	40%	3%	14%
Penn Power	4%	35%	4%	41%	2%	13%
PPL	8%	25%	46%	4%	7%	10%
UGI Electric	18%	38%	12%	17%	0%	14%
West Penn	5%	35%	6%	40%	2%	12%
<b>Industry Average</b>	<b>8%</b>	<b>36%</b>	<b>12%</b>	<b>27%</b>	<b>3%</b>	<b>12%</b>
<b>2023</b>						
Duquesne	14%	51%	4%	20%	5%	6%
Met Ed	7%	35%	3%	45%	3%	7%
PECO	15%	47%	10%	15%	3%	11%
Penelec	10%	32%	3%	45%	3%	7%
Penn Power	9%	33%	3%	47%	2%	8%
PPL	8%	40%	26%	4%	11%	11%
UGI Electric	17%	51%	8%	14%	3%	7%
West Penn	10%	36%	3%	40%	3%	7%
<b>Industry Average</b>	<b>11%</b>	<b>41%</b>	<b>8%</b>	<b>29%</b>	<b>4%</b>	<b>8%</b>
<b>2022</b>						
Duquesne	28%	40%	5%	14%	4%	10%
Met Ed	14%	25%	3%	43%	4%	11%
PECO	22%	37%	12%	17%	2%	10%
Penelec	14%	29%	3%	40%	2%	12%
Penn Power	15%	24%	4%	44%	2%	11%
PPL	11%	29%	36%	3%	13%	9%
UGI Electric	22%	51%	11%	9%	N/A	6%
West Penn	14%	28%	5%	34%	5%	14%
<b>Industry Average</b>	<b>17%</b>	<b>33%</b>	<b>10%</b>	<b>26%</b>	<b>4%</b>	<b>10%</b>

NOTE: Total of percentages may be more or less than 100% due to rounding.

## Appendix B: Survey Participants Reason for Contact (continued)

### Survey Participants Reasons for Contact – NGDCs

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
<b>2024</b>						
Columbia	16%	61%	4%	11%	1%	7%
NFG	11%	46%	6%	19%	2%	16%
Peoples	10%	53%	5%	17%	3%	12%
PGW	16%	41%	2%	29%	5%	7%
UGI Gas	27%	32%	8%	14%	3%	16%
<b>Industry Average</b>	<b>15%</b>	<b>48%</b>	<b>5%</b>	<b>18%</b>	<b>3%</b>	<b>11%</b>
<b>2023</b>						
Columbia	14%	65%	5%	10%	1%	5%
NFG	14%	43%	3%	23%	3%	13%
Peoples	12%	55%	5%	20%	2%	5%
PGW	18%	44%	5%	25%	3%	6%
UGI Gas	12%	48%	8%	19%	4%	9%
<b>Industry Average</b>	<b>14%</b>	<b>51%</b>	<b>5%</b>	<b>19%</b>	<b>3%</b>	<b>8%</b>
<b>2022</b>						
Columbia	19%	61%	4%	11%	N/A	4%
NFG	19%	49%	2%	18%	1%	10%
Peoples	24%	44%	5%	20%	N/A	7%
PGW	24%	38%	7%	24%	N/A	8%
UGI Gas	19%	44%	8%	20%	1%	8%
<b>Industry Average</b>	<b>22%</b>	<b>46%</b>	<b>5%</b>	<b>19%</b>	<b>1%</b>	<b>8%</b>

NOTE: Total of percentages may be more or less than 100% due to rounding.

## Appendix C: Average Number of Residential Customers

### 12-Month Average Number of Residential Customers 2024 – EDCs

Company	Average Number of Residential Customers*
Duquesne	550,437
Met Ed	520,973
PECO	1,554,567
Penelec	500,409
Penn Power	150,253
PPL	1,267,686
UGI Electric	55,308
West Penn	634,377
<b>Total</b>	<b>5,234,010</b>

\*The number of residential customers for the electric, gas and water utilities is a 12-month average drawn from reports required by [Chapter 56 at § 56.231\(a\)\(1\)\(2\)](#). PECO reports combined electric and gas customers.

### 12-Month Average Number of Residential Customers 2024 – NGDCs

Company	Average Number of Residential Customers*
Columbia	412,989
NFG	196,629
Peoples	596,064
PGW	481,593
UGI Gas	630,289
<b>Total</b>	<b>2,317,564</b>

\*The number of residential customers for the electric, gas and water utilities is a 12-month average drawn from reports required by [Chapter 56 at § 56.231\(a\)\(1\)\(2\)](#).



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