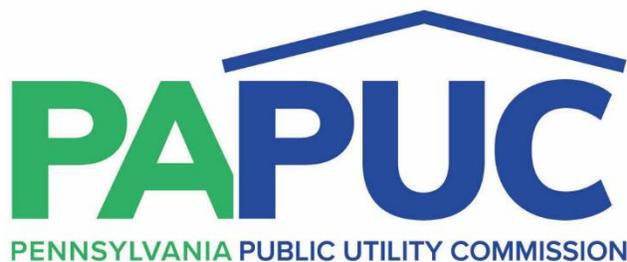


# Universal Service Programs & Collections Performance

---

## 2024 REPORT



BUREAU OF  
CONSUMER SERVICES



# **Universal Service Programs & Collections Performance 2024**

**January 2026**

**Published by:**

**Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120  
[www.puc.pa.gov](http://www.puc.pa.gov)**

**Bureau of Consumer Services**

**Table of Contents**

Executive Summary..... 1

1. Introduction ..... 2

    Treatment of Confirmed Low-Income Data Among the Collections Performance Data ..... 2

    Universal Service Programs..... 2

    LIURP Regulations Review..... 3

    CAP Policy Statement..... 3

    Treatment of PECO Data ..... 4

    New for 2024..... 4

2. Collection Performance ..... 5

    Number of Residential, Confirmed, and Estimated Low-Income Customers ..... 5

    Payment-Troubled Customers ..... 8

    Number of Payment Arrangements..... 10

    Termination of Service ..... 11

    Reconnection of Service..... 13

    Number of Customers in Debt ..... 15

    Residential Customer Dollars in Debt ..... 20

    Percent of Total Dollars in Debt – On an Arrangement Versus Not on an Arrangement..... 24

    Average Arrearages..... 26

    Revenues (Billings) ..... 29

    Percent of Revenues (Billings) in Debt..... 30

    Gross Residential Write-Offs in Dollars..... 31

    Gross Write-Offs Ratio ..... 34

    Annual Collection Operating Expenses ..... 35

    Accounts Exceeding \$10,000 in Arrearages ..... 38

3. Universal Service Programs..... 48

    Demographics ..... 48

    Average Household Income and Size..... 48

    Source of Income ..... 49

    Universal Service Participant Income Compared to the Federal Poverty Income Guidelines..... 51

    Low-Income Usage Reduction Program (LIURP) ..... 51

    LIURP Spending ..... 52

    LIURP Production ..... 53

    LIURP Average Job Costs ..... 54

    LIURP Energy Savings and Bill Reduction ..... 55

    Customer Assistance Programs (CAPs) ..... 56

Monthly Average CAP Participation Rate .....	56
Monthly Average CAP Participation by Poverty Level .....	57
CAP Default Rate .....	59
CAP Benefits – Bills & Credits .....	60
CAP Benefits – Arrearage Forgiveness .....	62
Total CAP Dollars Billed vs. Total CAP Dollars Paid .....	63
Percent of Total CAP Dollars Paid .....	64
CAP Payment Rates .....	65
CAP Costs and Spending .....	68
CAP Spending Per CAP Customer .....	71
CARES .....	72
CARES-LIHEAP .....	72
CARES Costs, Direct Dollars and Net Benefits .....	75
Hardship Fund Programs .....	79
Ratepayer and Shareholder Contributions .....	79
Hardship Fund Benefits .....	81
Total Universal Service Program Spending .....	82
4. Small EDC and NGDC Universal Service Programs .....	84
Number of Residential Customers – Small EDCs and NGDCs .....	84
Universal Service Programs Provided by Small EDCs and NGDCs .....	84
5. Appendices .....	85
Appendix 1 – When is an Account Considered to be Overdue .....	85
Appendix 2 – When Does an Account Move from Active to Inactive Status .....	86
Appendix 3 – 2024 and 2025 Federal Poverty Guidelines .....	87
Appendix 4 – Instructions to Access Universal Service Reports, Plans and Evaluations on PUC Website .....	88
Appendix 5 – Universal Service Programs 2024 Cost Recovery Mechanisms .....	89
Appendix 6 – Universal Service Programs Annual CAP Spending Levels .....	90
Appendix 7 – Universal Service Programs Total Annual Spending Levels .....	91
Appendix 8 – Household, Individual and Family Poverty Estimates .....	92
Appendix 9 – Household Poverty Estimates by County .....	93

## Executive Summary

The Pennsylvania Public Utility Commission's (PUC's) Annual Report on 2024 Universal Service Programs and Collections Performance includes data and performance metrics for the seven major Pennsylvania electric distribution companies (EDCs) and the six major natural gas distribution companies (NGDCs) during the 2024 calendar year.

The information provided in this report includes performance data related to collections and universal service activity submitted to the PUC by the EDCs and NGDCs. We also use the terms electric industry and gas industry throughout the report when referring to industry totals or averages in the data. The collection data consists of metrics related to utility debt and service termination activity for all residential customers and confirmed low-income residential customers. These collections metrics include the number of payment-troubled customers, the number of terminations/reconnections, the number of customers in debt, the number of accounts with balances over \$10,000, and the amount of customer debt written off by the public utility (*i.e.*, gross write-offs). The universal service data consists of metrics related to the impact of four universal service and energy conservation programs in helping low-income customers reduce energy usage, utility bills, and debt. These universal service metrics include the number of customers served, the types and amounts of benefits provided, and the costs of each universal service and energy conservation program.

Compared to 2023, the electric and gas industries reported increases in the number of both residential and confirmed low-income customers who had their service terminated in 2024. This mirrors the trend reported in 2024 for payment-troubled customers, with the electric and gas industries reporting increases in the number of payment-troubled customers.

In 2024, both the electric and gas industries reported a slight decrease in the total number of residential and confirmed low-income customers in debt, compared to 2023. The dollars in debt metrics for 2024 show an increase in the total arrearages for the electric industry in 2024 for both residential and confirmed low-income customers, while the total arrearages for the gas industry decreased for both the residential and confirmed low-income customers.

The electric and gas industry number of accounts with arrearages over \$10,000 both decreased for the residential customers but increased slightly for the confirmed low-income customers in 2024, compared to 2023. The total dollar amount of arrearages for both residential and confirmed low-income accounts increased for the electric industry in 2024. The gas industry showed slight decreases in the dollar amount of the arrearages for both residential and confirmed low-income accounts.

Both the electric and gas industries reported increases in the gross write-offs dollar amounts for 2024, compared to 2023. Additionally, the number of payment arrangements made by EDCs and NGDCs increased for both residential and confirmed low-income customers, which is consistent with the increases in debt mentioned previously.

The amount of Low-Income Home Energy Assistance Program (LIHEAP) Cash and Crisis grants in 2023-2024 was lower than in recent years because the additional LIHEAP funds made available via the American Rescue Plan Act of 2021 and other state/federal sources were exhausted after the 2022-2023 LIHEAP season. Overall LIHEAP participation and grant amounts received by confirmed low-income customers in the 2023-2024 LIHEAP season decreased by large margins compared to the 2022-2023 LIHEAP season.

Finally, the electric industry saw an overall decrease of 5.7% to Customer Assistance Programs (CAPs) enrollments compared to 2023 while the gas industry CAP enrollments increased by 1.4%. CAP spending decreased 5.6% for the electric industry and 15.0% for the gas industries in 2024, compared to 2023.

Spending on all universal service and energy conservation programs for the electric industry decreased by 4.6% from 2023 to 2024, while the gas industry spending decreased by 13.3%.

# 1. Introduction

The Electricity Generation Customer Choice and Competition Act<sup>1</sup> and the Natural Gas Choice and Competition Act<sup>2</sup> opened the electric generation and natural gas supply markets to competition. In doing so, the General Assembly wanted to ensure that electric and natural gas service remain universally available to all customers in the state. Both Acts contain provisions that require utilities to make universal service and energy conservation programs available to assist low-income customers to afford electric and gas service.<sup>3</sup> The Acts also require the PUC to ensure that utilities appropriately fund their assistance programs.<sup>4</sup>

To monitor utility universal service obligations, the PUC established standard reporting requirements for universal service and energy conservation for both the EDCs and the NGDCs.<sup>5</sup> The Universal Service and Energy Conservation Reporting Requirements (USRR) became effective Aug. 8, 1998, for EDCs and Dec. 16, 2000, for NGDCs.<sup>6</sup>

Beginning with 2003 data, FirstEnergy Corp. requested permission to identify and report separately on the four FirstEnergy utilities: Metropolitan Edison (Met Ed), Pennsylvania Electric (Penelec), Pennsylvania Power (Penn Power) and West Penn Power (West Penn). These reporting requirements also apply to Duquesne Light (Duquesne), PECO-Electric, PPL Electric Utilities (PPL), Columbia Gas of Pennsylvania (Columbia), National Fuel Gas (NFG), PECO-Gas, Peoples Natural Gas (Peoples), Philadelphia Gas Works (PGW)<sup>7</sup> and UGI Utilities Inc. – Gas (UGI Gas).

Each year, the EDCs and NGDCs report the previous year's data by April 1. The PUC conducts a data-cleaning and error-checking process, including both written and verbal dialogue between the PUC and the reporting utilities to make any corrections. Uniformity issues are documented in various tables, charts, and appendices and are also discussed in more detail in later chapters. The PUC continues to work with the EDCs and NGDCs to obtain uniform data that fully complies with the regulations.

## Treatment of Confirmed Low-Income Data Among the Collections Performance Data

A low-income customer is defined as one whose household income is at or below 150% of the federal poverty income guidelines (FPIG).<sup>8</sup> A low-income customer is classified as confirmed low-income after their public utility has obtained information that would reasonably place them within this FPIG level. Most confirmed low-income households are verified through the customer's receipt of a Low-Income Home Energy Assistance Program<sup>9</sup> (LIHEAP) grant, enrollment in a universal service program, or determined during the course of establishing a payment arrangement. We have included collection data about confirmed low-income customers for a select number of collections performance metrics. **The Confirmed Low-Income data tables are subsets of the Residential data tables appearing in Chapter 2 and are reported separately in the USRR.**

## Universal Service Programs

**Universal Service** is a collective name applied to the policies, protections, and services that help low-income customers maintain electric and natural gas service and includes payment assistance programs, termination of service

---

<sup>1</sup> [66 Pa.C.S. §§ 2801-2815](#).

<sup>2</sup> [66 Pa.C.S. §§ 2201-2212](#).

<sup>3</sup> 66 Pa.C.S. §§ [2203\(7\)](#), [2802\(10\)](#).

<sup>4</sup> 66 Pa.C.S. §§ [2203\(8\)](#), [2802\(17\)](#).

<sup>5</sup> 52 Pa. Code §§ [54.71-54.78](#), [62.1-62.8](#).

<sup>6</sup> 52 Pa. Code § [54.75](#) for EDCs and 52 Pa. Code § [62.5](#) for NGDCs.

<sup>7</sup> [52 Pa. Code § 56.2](#) includes Philadelphia Gas Works (PGW), a city natural gas distribution operation, within the category of natural gas distribution utilities.

<sup>8</sup> See [Appendix 3](#) or 52 Pa. Code § [54.72](#) for EDCs and 52 Pa. Code § [62.2](#) for NGDCs .

<sup>9</sup> LIHEAP is a federally funded program administered by the Department of Human Services (DHS) which provides grants to help low-income households meet their home heating needs.

protections, energy reduction programs, and consumer education.<sup>10</sup> The PUC has made the Bureau of Consumer Services (BCS) responsible for monitoring and evaluating public utilities' universal service programs. The goal in monitoring these programs is to ensure they increase the effectiveness of EDC and NGDC collections while protecting the public's health and safety. Public utilities report on four mandatory universal service programs, including:

The **Low-Income Usage Reduction Programs (LIURPs)** are energy conservation and education programs. Qualifying households receive an energy audit to assess household condition and energy usage; free installation of energy conservation and energy efficiency measures such as insulation, air sealing and appliance installation if cost effective; and free education on energy conservation and usage reduction.

**Customer Assistance Programs (CAPs)** are payment assistance and debt forgiveness programs for low-income households. CAPs are intended to provide more affordable monthly bills based on a set energy burden standard. CAP charges may take the form of a discounted price on actual usage on either all or a portion of the usage,<sup>11</sup> a percentage of the monthly bill,<sup>12</sup> or a monthly amount that is calculated upon a percentage of the household income.<sup>13</sup> Percentage of income plans are correlated directly to the household's income and the public utility's energy burden targets. CAP's debt forgiveness feature freezes a household's unpaid past debt upon entry into the program. As long as the household pays their CAP bill, the past debt is not collected and is forgiven in incremental amounts over time.

**Customer Assistance and Referral Evaluation Services (CARES)** are social service and referral programs for households encountering some form of extenuating circumstance or emergency that results in the household's inability to pay for public utility service. Qualifying households may receive counseling and/or direct referrals to community resources that can aid in resolving the emergency.

**Hardship Funds** are programs that make cash grants available to qualifying households to assist in the payment of outstanding energy debt. They are paid directly to the energy provider and generally funded through contributions made by the public that are matched by the public utility.

## LIURP Regulations Review

On Dec. 16, 2016, the PUC issued a Secretarial Letter entitled *Initiative to Review and Revise the Existing LIURP Regulations at 52 Pa. Code §§ 58.1 – 58.18*, under Docket No. [L-2016-2557886](#). By Order entered May 18, 2023, the PUC issued a Notice of Proposed Rulemaking proposing amendments to the existing LIURP Regulations and seeking public comment on the proposed amendments. On March 13, 2025, the PUC issued a Final Form Rulemaking Order (FFRO) adopting amendments to the LIURP Regulations. The approved FFRO and Annex were published in the Pennsylvania Bulletin on Dec. 13, 2025.

## CAP Policy Statement

The PUC's CAP Policy Statement<sup>14</sup> was amended effective March 21, 2020, pursuant to an order and annex entered on Nov. 5, 2019, and published in the *Pennsylvania Bulletin*, at 50 Pa.B 1652, on March 21, 2020 (November 2019 Order and November 2019 Annex).<sup>15</sup> The amendments include lower recommended maximum energy burden targets for electric and natural gas CAP bills. Before or during 2023, three EDCs (Duquesne, PECO Electric and PPL) and four NGDCs (PECO Gas, Peoples, PGW and UGI Gas) established maximum CAP bills at or below the recommended energy burden levels in the CAP Policy Statement. This change contributed to an increase in spending on CAP Credits to subsidize CAP customer bills.

---

<sup>10</sup> Electricity Generation Customer Choice and Competition Act, [66 Pa.C.S. § 2803](#) and Natural Gas Choice Competition Act, [66 Pa.C.S. § 2202](#).

<sup>11</sup> Also referred to as a "rate discount bill."

<sup>12</sup> Also referred to as a "percent of bill."

<sup>13</sup> Also referred to as a "percent of income payment."

<sup>14</sup> [52 Pa. Code §§ 69.261–69.267](#).

<sup>15</sup> See *Final Policy Statement and Order*, Docket No. [M-2019-3012599](#) (Order and Annex entered on Nov. 5, 2019).

## Treatment of PECO Data

PECO serves three types of customers: those who receive only electric service (electric only); those who receive both electric and natural gas service (combination/electric and gas); and those who receive only natural gas service (gas only). PECO also reports the electric and gas data separately. In order to split the second group (combination/electric and gas) for some of the data variables, PECO uses an allocation factor consistent with PECO's 2008 natural gas base rate case.<sup>16</sup> The updated annual allocation factor for 2024 splits the combination group into 85% electric and 15% gas. PECO reports that it cannot accurately separate past due balances for combination/electric and gas customers by energy type. As a result, PECO Gas counts customer arrearages for both electric and natural gas service.

## New for 2024

New tables have been added to this report to provide additional detail and historical context to the data provided by public utilities. The following tables include added or consolidated data for 2024:

### Accounts Exceeding \$10,000 in Arrearages

- Residential Profile of Accounts Over \$10,000 – Electric Customers – 2024
- Residential Profile of Accounts Over \$10,000 – Electric Customers – 2023
- Residential Profile of Accounts Over \$10,000 – Electric Customers – 2022
- Residential Profile of Accounts Over \$10,000 – Natural Gas Customers – 2024
- Residential Profile of Accounts Over \$10,000 – Natural Gas Customers – 2023
- Residential Profile of Accounts Over \$10,000 – Natural Gas Customers – 2022
- Confirmed Low-Income Profile of Accounts Over \$10,000 – Electric Customers – 2024
- Confirmed Low-Income Profile of Accounts Over \$10,000 – Electric Customers – 2023
- Confirmed Low-Income Profile of Accounts Over \$10,000 – Electric Customers – 2022
- Confirmed Low-Income Profile of Accounts Over \$10,000 – Natural Gas Customers – 2024
- Confirmed Low-Income Profile of Accounts Over \$10,000 – Natural Gas Customers – 2023
- Confirmed Low-Income Profile of Accounts Over \$10,000 – Natural Gas Customers – 2022

---

<sup>16</sup> See *Pa. PUC v. PECO Energy Company – Gas Division*, Docket No. [R-2008-2028394](#), et al. (approved by Order entered on Oct. 29, 2008).

## 2. Collection Performance

The regulations require EDCs and NGDCs to report various residential and confirmed low-income collection data. All of the data and statistics used in this chapter are drawn from information reported by the EDCs and NGDCs. The following report reviews each of the collection metrics and uses the reported data to arrive at calculated variables that are more useful in analyzing trends in collection performance. We have provided both the number of confirmed low-income customers and the number of estimated low-income customers in a public utility’s given service territory. **Industry averages may be calculated based on category totals and may not represent an average of counts shown in the tables. Some totals may be affected by rounding.**<sup>17</sup>

### Number of Residential, Confirmed, and Estimated Low-Income Customers

The **Number of Residential Customers** represents an average of the 12 months of month-end data reported by the EDCs and NGDCs. The data includes all residential customers, including universal service program recipients. The number of confirmed low-income customers represents the number of residential customers that have been determined to be low-income by the public utility, generally defined as being at or below 150% of the FPIG. The confirmed low-income customer number can fluctuate by how the utility counts that metric. For example, some utilities remove the “confirmed low-income” status from accounts if customers have not verified their household income within 24 months.

#### *Number of Customers – Residential Electric – 2022-2024*

Utility	2022 Residential Customers	2023 Residential Customers	2024 Residential Customers
Duquesne	545,897	548,073	550,437
Met Ed	515,226	518,166	520,972
PECO-Electric	1,521,223	1,529,691	1,535,532
Penelec	501,008	500,775	500,409
Penn Power	148,927	149,685	150,253
PPL	1,256,135	1,262,117	1,267,686
West Penn	631,990	632,879	634,376
<b>Total/Industry Average</b>	<b>5,120,406</b>	<b>5,141,386</b>	<b>5,159,665</b>

#### *Number of Customers – Residential Natural Gas – 2022-2024*

Utility	2022 Residential Customers	2023 Residential Customers	2024 Residential Customers
Columbia	409,611	411,279	412,989
NFG	196,741	196,411	196,629
PECO-Gas	500,154	504,918	508,202
Peoples	594,250	594,658	596,064
PGW	487,336	483,706	481,593
UGI Gas	618,589	624,914	630,288
<b>Total/Industry Average</b>	<b>2,806,681</b>	<b>2,815,886</b>	<b>2,825,765</b>

<sup>17</sup> There may also be differences between similar metrics captured for individual public utilities in other PUC reports due to data rounding.

*Number of Customers – Confirmed Low-Income Electric – 2022-2024*

Utility	2022		2023		2024	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
Duquesne	51,118	9.4%	53,128	9.7%	53,730	9.8%
Met Ed	58,174	11.3%	61,036	11.8%	62,531	12.0%
PECO-Electric	145,073	9.5%	152,722	10.0%	142,541	9.3%
Penelec	72,888	14.5%	75,842	15.1%	77,298	15.4%
Penn Power	16,327	11.0%	16,768	11.2%	16,976	11.3%
PPL	199,360	15.9%	205,451	16.3%	210,754	16.6%
West Penn	63,157	10.0%	67,170	10.6%	69,223	10.9%
<b>Total/Industry Average</b>	<b>606,097</b>	<b>11.8%</b>	<b>632,116</b>	<b>12.3%</b>	<b>633,053</b>	<b>12.3%</b>

*Number of Customers – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
Columbia	70,084	17.1%	72,231	17.6%	70,726	17.1%
NFG	23,458	11.9%	23,914	12.2%	23,692	12.0%
PECO-Gas	28,962	5.8%	31,018	6.1%	28,191	5.5%
Peoples	108,055	18.2%	112,886	19.0%	112,624	18.9%
PGW	115,093	23.6%	128,732	26.6%	132,384	27.5%
UGI Gas	85,018	13.7%	89,923	14.4%	88,897	14.1%
<b>Total/Industry Average</b>	<b>430,671</b>	<b>15.3%</b>	<b>458,704</b>	<b>16.3%</b>	<b>456,514</b>	<b>16.2%</b>

The number of **Estimated Low-Income Customers** represents the public utility’s approximation of its total (maximum) population of low-income customers in its service territory and is based on the latest census data available at the time of reporting. Census data is compiled by BCS annually and distributed to the EDCs and NGDCs for use in determining the estimated number of low-income customers.

***Estimated Low-Income Customers – Electric – 2022-2024***

Utility	2022		2023		2024	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
Duquesne	121,712	22.3%	120,771	22.0%	116,695	21.2%
Met Ed	108,921	21.1%	109,115	21.1%	103,874	19.9%
PECO-Electric	370,514	24.4%	373,243	24.4%	372,543	24.3%
Penelec	146,133	29.2%	145,179	29.0%	135,790	27.1%
Penn Power	34,417	23.1	34,400	23.0%	32,453	21.6%
PPL	398,427	31.7%	315,028	25.0%	345,414	27.2%
West Penn	149,880	23.7	147,803	23.4%	154,741	24.4%
<b>Total/Industry Average</b>	<b>1,330,004</b>	<b>26.0%</b>	<b>1,245,539</b>	<b>24.2%</b>	<b>1,261,510</b>	<b>24.4%</b>

***Estimated Low-Income Customers – Natural Gas – 2022-2024***

Utility	2022		2023		2024	
	Number	Percent of Total	Number	Percent of Total	Number	Percent of Total
Columbia	91,849	22.4%	91,415	22.2%	91,881	22.2%
NFG	58,488	29.7%	58,066	29.6%	59,101	30.1%
PECO-Gas	78,627	15.7%	79,853	15.8%	79,775	15.7%
Peoples	146,971	24.7%	145,832	24.5%	144,472	24.2%
PGW	183,969	37.7%	181,923	37.6%	176,960	36.8%
UGI Gas	166,539	26.9%	166,336	26.6%	153,045	24.3%
<b>Total/Industry Average</b>	<b>726,443</b>	<b>25.9%</b>	<b>723,425</b>	<b>25.7%</b>	<b>705,234</b>	<b>25.0%</b>

**Section Summary:** The overall industry number of residential customers increased slightly for both the EDCs and the NGDCs from 2022 to 2024. The number of confirmed low-income customers for the electric industry increased overall by 4.4% from 2022 to 2024 and comprises 12.3% of all residential customers in 2024. The number of confirmed low-income customers for the gas industry increased overall by 6.0% from 2022 to 2024 and comprises 16.2% of all residential gas customers. The number of estimated low-income customers as determined by the electric and gas industries both decreased from 2022 to 2024.

## Payment-Troubled Customers

A **Payment-Troubled Customer** is a customer who has failed to maintain one or more utility and/or PUC payment arrangements in a 1-year period.<sup>18</sup> A **Payment Arrangement**<sup>19</sup> is an arrangement in which a customer who admits liability for billed service is permitted to pay the unpaid balance in one or more payments. The public utilities have no restrictions on the number or terms of any payment arrangements they may choose to offer to payment-troubled customers. Absent a change in income, the PUC can only offer a second payment arrangement to a payment-troubled customer when all “catch-up” arrears are paid, or when a previous arrangement has been satisfied.<sup>20</sup>

The following tables reflect **an average of the 12 months of month-end data** reported by the EDCs and NGDCs for payment-troubled customer totals,<sup>21</sup> and include both residential and the confirmed low-income subcategory to allow for the presentation of the percent of payment-troubled customers that are confirmed low-income.

### *Payment-Troubled Customers – Electric – 2024*

Utility	Residential	Confirmed Low-Income	Percent of Payment Troubled Customers Confirmed Low-Income
Duquesne	718	243	33.8%
Met Ed	755	478	63.3%
PECO-Electric	3,080	319	10.4%
Penelec	674	460	68.2%
Penn Power	171	118	69.0%
PPL	32,629	18,641	57.1%
West Penn	645	413	64.0%
<b>Total/Industry Average</b>	<b>38,672</b>	<b>20,672</b>	<b>53.5%</b>

### *Payment-Troubled Customers – Natural Gas – 2024*

Utility	Residential	Confirmed Low-Income	Percent of Payment Troubled Customers Confirmed Low-Income
Columbia	11,719	7,272	62.1%
NFG	9,462	4,321	45.7%
PECO-Gas	908	106	11.7%
Peoples	25,031	12,313	49.2%
PGW	39,080	31,052	79.5%
UGI Gas	18,798	18,002	95.8%
<b>Total/Industry Average</b>	<b>104,998</b>	<b>73,066</b>	<b>69.6%</b>

<sup>18</sup> 52 Pa. Code §§ [54.72](#), [62.2](#).

<sup>19</sup> 52 Pa. Code § [56.2](#).

<sup>20</sup> Upon the sunset of Chapter 14 of the Code on Dec. 31, 2024, the Commission issued a Statement of Policy (Docket No. [M-2024-3052328](#)), which indicated the Commission will maintain its application of the four-tiered process establishing the length of payment arrangements currently articulated in Chapter 14.

<sup>21</sup> 52 Pa. Code §§ [54.75\(1\)\(vii\)](#), [62.5\(a\)\(1\)\(x\)](#).

*Payment-Troubled Customers – Electric – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Duquesne	975	256	698	214	718	243
Met Ed	612	380	665	424	755	478
PECO-Electric	4,664	870	3,623	564	3,080	319
Penelec	529	348	575	380	674	460
Penn Power	135	90	147	95	171	118
PPL	27,945	16,521	22,340	12,726	32,629	18,641
West Penn	541	332	599	371	645	413
<b>Total/Industry Average</b>	<b>35,402</b>	<b>18,796</b>	<b>28,646</b>	<b>14,774</b>	<b>38,672</b>	<b>20,672</b>

*Payment-Troubled Customers – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Columbia	11,902	7,028	12,208	7,422	11,719	7,272
NFG	6,615	3,276	8,020	3,535	9,462	4,321
PECO-Gas	1,369	267	1,108	181	908	106
Peoples	17,910	9,219	24,759	12,141	25,031	12,313
PGW	32,974	22,000	32,202	30,460	39,080	31,052
UGI Gas	18,419	17,139	20,401	19,270	18,798	18,002
<b>Total/Industry Average</b>	<b>89,189</b>	<b>58,929</b>	<b>98,698</b>	<b>73,008</b>	<b>104,998</b>	<b>73,066</b>

**Section Summary:** From 2022 to 2024, the number of payment-troubled customers reported by the utilities increased for both the electric and gas industries, by 9.2% and 17.7%, respectively. The electric industry showed an increase overall of 10.0% from 2022 to 2024 in the number of confirmed low-income payment-troubled customers, while the gas industry showed an increase overall of 24.0% from 2022 to 2024.

## Number of Payment Arrangements

The method<sup>22</sup> by which EDCs and NGDCs determine the total **Number of Payment Arrangements** for reporting also takes into consideration the limitations in documenting and tracking payment arrangements. This sometimes results in treating a broken payment arrangement that is reinstated due to a “catch-up” payment as a new payment arrangement. Public utility and PUC-granted payment arrangement requests are both included in this category. However, CAP payment plans are not included in the count of payment arrangements.

The following tables reflect **year-end payment arrangement totals** and include both residential and confirmed low-income categories to allow for the presentation of the percent of payment arrangements which are attributed to confirmed low-income customers.

### Payment Arrangements – Electric – 2022-2024

Utility	2022			2023			2024		
	Residential	Confirmed Low-Income	Percent*	Residential	Confirmed Low-Income	Percent*	Residential	Confirmed Low-Income	Percent*
Duquesne	28,283	6,312	22.3%	35,104	8,458	24.1%	30,970	7,501	24.2%
Met Ed	31,462	17,513	55.7%	36,440	19,984	54.8%	40,704	23,694	58.2%
PECO-Electric	82,486	6,381	7.7%	79,677	6,254	7.8%	84,988	9,223	10.9%
Penelec	28,734	17,688	61.6%	33,659	20,243	60.1%	37,533	23,862	63.6%
Penn Power	6,927	4,180	60.3%	8,128	4,589	56.5%	8,718	5,468	62.7%
PPL	117,122	71,429	61.0%	131,475	78,291	59.5%	130,313	80,027	61.4%
West Penn	28,818	16,095	55.9%	34,811	19,293	55.4%	36,989	21,828	59.0%
<b>Total/Industry Average</b>	<b>323,832</b>	<b>139,598</b>	<b>43.1%</b>	<b>359,294</b>	<b>157,112</b>	<b>43.7%</b>	<b>370,215</b>	<b>171,603</b>	<b>46.4%</b>

\*Percent of Payment Arrangements which are Confirmed Low-Income customers.

### Payment Arrangements – Natural Gas – 2022-2024

Utility	2022			2023			2024		
	Residential	Confirmed Low-Income	Percent*	Residential	Confirmed Low-Income	Percent*	Residential	Confirmed Low-Income	Percent*
Columbia	23,385	13,401	57.3%	24,660	14,659	59.4%	22,603	14,033	62.1%
NFG	13,298	6,874	51.7%	15,900	7,695	48.4%	12,522	6,340	50.6%
PECO-Gas	28,409	1,904	6.7%	27,240	1,970	7.2%	25,848	2,987	11.6%
Peoples	15,461	7,015	45.4%	21,788	10,310	47.3%	13,439	7,280	54.2%
PGW	39,097	20,240	51.8%	72,040	46,278	64.2%	68,668	47,812	69.6%
UGI Gas	22,108	19,913	90.1%	19,312	17,221	89.2%	16,013	14,498	90.5%
<b>Total/Industry Average</b>	<b>141,758</b>	<b>69,347</b>	<b>48.9%</b>	<b>180,940</b>	<b>98,133</b>	<b>54.2%</b>	<b>159,093</b>	<b>92,950</b>	<b>58.4%</b>

**Section summary:** The number of residential customer payment arrangements for the electric industry shows an increase overall of 14.3% from 2022 to 2024, while the gas industry shows an overall increase of 12.2% in residential customer payment arrangements. The electric industry shows an overall increase of 22.9% for confirmed low-income customer payment arrangements from 2022 to 2024. The gas industry shows an overall increase of 34.0% for confirmed

<sup>22</sup> 52 Pa. Code §§ [54.75\(1\)\(i\)](#), [62.5\(a\)\(1\)\(i\)](#).

low-income payment arrangements from 2022 to 2024. Note: PECO allows CAP customers to have payment arrangements for in-program arrears and reported 12,961 arrangements in 2024; however, those customers **were not** included in the number of confirmed low-income payment arrangements shown in the tables above. The PECO in-program arrangements as reported under the PECO 2019-2028 Universal Service and Energy Conservation Plan can be found at Docket No. [M-2018-3005795](#).

### Termination of Service

**Termination** of public utility service is the most serious consequence of customer non-payment and is viewed as a last resort when customers fail to meet their payment obligations. The tables below **reflect year-end total terminations**. The **Termination Rate** is calculated by dividing the annual total number of service terminations by the average monthly number of residential customers, allowing for a comparison of termination activities regardless of the number of residential consumers. Any significant increase in a termination rate could indicate a trend or pattern that the PUC may need to investigate.

#### Terminations – Residential Electric – 2022-2024

Utility	2022		2023		2024	
	Number	Termination Rate	Number	Termination Rate	Number	Termination Rate
Duquesne	30,476	5.6%	24,820	4.5%	26,015	4.7%
Met Ed	28,816	5.6%	26,672	5.1%	35,362	6.8%
PECO-Electric	75,516	5.0%	87,430	5.7%	67,258*	4.4%
Penelec	20,488	4.1%	19,379	3.9%	26,976	5.4%
Penn Power	3,244	2.2%	4,006	2.7%	6,417	4.3%
PPL	35,241	2.8%	17,915**	1.4%	66,896**	5.3%
West Penn	21,021	3.3%	20,188	3.2%	22,408	3.5%
<b>Total/Industry Average</b>	<b>214,793</b>	<b>4.2%</b>	<b>200,410</b>	<b>3.9%</b>	<b>251,332</b>	<b>4.9%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations in 2024.

\*\*In 2023, PPL suspended terminations for several months due to a significant billing system issue, which significantly reduced the number of terminations in 2023 and increased the terminations in 2024.

#### Terminations – Residential Natural Gas – 2022-2024

Utility	2022		2023		2024	
	Number	Termination Rate	Number	Termination Rate	Number	Termination Rate
Columbia	11,380	2.8%	10,454	2.5%	11,633	2.8%
NFG	6,861	3.5%	6,981	3.6%	6,635	3.4%
PECO-Gas	14,527	2.9%	20,767	4.1%	10,200*	2.0%
Peoples	15,335	2.6%	21,462	3.6%	21,074	3.5%
PGW	14,410	3.0%	34,682	7.2%	29,907	6.2%
UGI Gas	26,882	4.3%	31,065	5.0%	30,436	4.8%
<b>Total/Industry Average</b>	<b>89,395</b>	<b>3.2%</b>	<b>125,411</b>	<b>4.5%</b>	<b>109,885</b>	<b>3.9%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations in 2024.

*Terminations – Confirmed Low-Income Electric – 2022-2024*

Utility	2022		2023		2024	
	Number	Termination Rate	Number	Termination Rate	Number	Termination Rate
Duquesne	9,818	19.2%	9,184	17.3%	9,256	17.2%
Met Ed	14,327	24.6%	13,827	22.7%	17,923	28.7%
PECO-Electric	27,174	18.7%	27,826	18.2%	4,329*	3.0%
Penelec	11,525	15.8%	11,286	14.9%	15,360	19.9%
Penn Power	1,770	10.8%	2,306	13.8%	3,655	21.5%
PPL	21,583	10.8%	10,357**	5.0%	42,062**	20.0%
West Penn	10,716	17.0%	10,666	15.9%	11,895	17.2%
<b>Total/Industry Average</b>	<b>96,913</b>	<b>16.0%</b>	<b>85,452</b>	<b>13.5%</b>	<b>104,480</b>	<b>16.5%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations in 2024.

\*\*In 2023, PPL suspended terminations for several months due to a significant billing system issue, which significantly reduced the number of terminations in 2023 and increased the terminations in 2024.

*Terminations – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Number	Termination Rate	Number	Termination Rate	Number	Termination Rate
Columbia	6,124	8.7%	5,974	8.3%	6,277	8.9%
NFG	3,260	13.9%	3,268	13.7%	2,895	12.2%
PECO-Gas	5,531	19.1%	6,487	20.9%	570*	2.0%
Peoples	4,253	3.9%	11,815	10.5%	11,502	10.2%
PGW	9,548	8.3%	20,339	15.8%	19,806	15.0%
UGI Gas	4,810	5.7%	5,548	6.2%	5,681	6.4%
<b>Total/Industry Average</b>	<b>33,526</b>	<b>7.8%</b>	<b>53,431</b>	<b>11.6%</b>	<b>46,731</b>	<b>10.2%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations in 2024.

**Section summary:** The electric industry shows an overall increase in the number of residential terminations from 2022 to 2024 of 17.0%, while the gas industry shows an increase of 22.9%. The electric industry shows a 7.8% increase in confirmed low-income terminations from 2022 to 2024, while the gas industry shows a 39.4% increase. The termination rates for the electric and gas industry residential customers in 2024 were 4.9% and 3.9%, respectively. The confirmed low-income termination rate in 2024 for the electric industry was 16.5% and 10.2% for the gas industry.

## Reconnection of Service

**Reconnection** of service occurs when customers either pay their debt in full, make a significant upfront payment to the public utility and agree to a payment arrangement for the balance owed, or have service restored with a medical certificate. The tables below **reflect year-end reconnection totals**. The **Reconnection Rate** is calculated by dividing the annual total number of service reconnections by the annual total number of terminations, allowing for a comparison of reconnection activities regardless of the number of residential consumers.

### Reconnections – Residential Electric – 2022-2024

Utility	2022		2023		2024	
	Number	Reconnection Rate	Number	Reconnection Rate	Number	Reconnection Rate
Duquesne	23,976	78.7%	19,328	77.9%	20,150	77.5%
Met Ed	25,389	88.0%	23,202	87.0%	30,692	86.8%
PECO-Electric	61,999	82.1%	74,898	85.7%	50,532*	75.1%
Penelec	16,268	79.4%	15,328	79.1%	21,262	78.8%
Penn Power	2,473	76.2%	3,154	78.7%	5,133	80.0%
PPL	24,378	69.2%	11,439**	63.9%	49,341**	73.8%
West Penn	17,148	81.6%	16,138	79.9%	17,714	79.1%
<b>Total/Industry Average</b>	<b>171,631</b>	<b>79.9%</b>	<b>163,487</b>	<b>81.6%</b>	<b>194,824</b>	<b>77.5%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations and reconnections in 2024.

\*\*In 2023, PPL suspended terminations for several months due to a significant billing system issue, which significantly reduced the number of terminations and reconnections in 2023 and increased the terminations and reconnections in 2024.

### Reconnections – Residential Natural Gas – 2022-2024

Utility	2022		2023		2024	
	Number	Reconnection Rate	Number	Reconnection Rate	Number	Reconnection Rate
Columbia	6,760	59.4%	5,703	54.6%	6,715	57.7%
NFG	5,003	72.9%	5,138	73.6%	5,101	76.9%
PECO-Gas	13,269	91.3%	19,271	92.8%	9,125*	89.5%
Peoples	11,840	77.2%	17,558	81.8%	18,054	85.7%
PGW	9,716	67.4%	24,000	69.2%	22,376	74.8%
UGI Gas	19,924	74.1%	22,823	73.5%	22,993	75.5%
<b>Total/Industry Average</b>	<b>66,512</b>	<b>74.4%</b>	<b>94,493</b>	<b>75.3%</b>	<b>84,364</b>	<b>76.8%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations and reconnections in 2024.

*Reconnections – Confirmed Low-Income Electric – 2022-2024*

Utility	2022		2023		2024	
	Number	Reconnection Rate	Number	Reconnection Rate	Number	Reconnection Rate
Duquesne	3,074	31.3%	7,554	82.3%	7,091	76.6%
Met Ed	10,787	75.3%	10,386	75.1%	13,860	77.3%
PECO-Electric	23,258	85.6%	24,492	88.0%	3,305*	76.3%
Penelec	7,666	66.5%	7,613	67.5%	10,662	69.4%
Penn Power	1,118	63.2%	1,491	64.7%	2,660	72.8%
PPL	16,187	75.0%	7,349**	71.0%	33,446**	79.5%
West Penn	7,245	67.6%	7,255	68.0%	8,304	69.8%
<b>Total/Industry Average</b>	<b>69,335</b>	<b>71.5%</b>	<b>66,140</b>	<b>77.4%</b>	<b>79,328</b>	<b>75.9%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations and reconnections in 2024.

\*\*In 2023, PPL suspended terminations for several months due to a significant billing system issue, which significantly reduced the number of terminations and reconnections in 2023 and increased the terminations and reconnections in 2024.

*Reconnections – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Number	Reconnection Rate	Number	Reconnection Rate	Number	Reconnection Rate
Columbia	3,273	53.4%	2,936	49.1%	3,251	51.8%
NFG	2,464	75.6%	2,509	76.8%	2,312	79.9%
PECO-Gas	5,193	93.9%	5,888	90.8%	493*	86.5%
Peoples	4,123	96.9%	9,054	76.6%	9,446	82.1%
PGW	7,401	77.5%	16,403	80.6%	16,199	81.8%
UGI Gas	3,453	71.8%	4,147	74.7%	4,219	74.3%
<b>Total/Industry Average</b>	<b>25,907</b>	<b>77.3%</b>	<b>40,937</b>	<b>76.6%</b>	<b>35,920</b>	<b>76.9%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations and reconnections in 2024.

**Section summary:** The number of reconnections for residential customers in the electric industry increased overall by 13.5% from 2022 to 2024, while the number of reconnections for residential customers in the gas industry increased overall by 26.8%. In 2024, the reconnection rate for residential customers in the electric industry was 77.5% and 76.8% for residential customers in the gas industry. The number of reconnections for confirmed low-income customers in the electric industry increased by 14.4% from 2022 to 2024, while the number of reconnections for confirmed low-income customers in the gas industry increased by 38.6%. In 2024, the reconnection rate for confirmed low-income customers in the electric industry was 75.9%, while the reconnection rate in the gas industry was 76.9%.

## Number of Customers in Debt

Two categories exist for reporting utility **Customers in Debt**. The first includes customers who have debt and are **on a Payment Arrangement** and the second includes customers who have debt and are **Not on a Payment Arrangement**. Those “on a payment arrangement” include both public utility and PUC-granted payment arrangements. Debt that is on a payment arrangement is considered active and is often easier to collect than debt not on a payment arrangement. Debt that is not on a payment arrangement is more at risk and may eventually become “uncollectable debt.” Uncollectable debt often leads to an increase in gross write-offs, which may be recovered across all ratepayers in public utility rates.

Many factors affect the number of customers in debt, including customer income level and ability to pay, public utility collection practices, public utility termination practices, and the affordability of customer bills. Public utility collection policies vary and influence the “overdue” or “in debt” factors.

A purpose of the Chapter 56 regulations is to “provide functional alternatives to termination.”<sup>23</sup> Customers who make a payment arrangement on an outstanding balance have acknowledged that they have outstanding debt and have avoided any imminent threat of termination.

Two factors affect the uniformity of the data reported regarding the number of overdue accounts and the dollars in debt associated with those accounts. First, EDCs and NGDCs use different methods for determining when an account is overdue. EDCs and NGDCs consider either the due date of the bill or the transmittal date of the bill to be day zero. The transmittal date is 20 days before the due date. The second factor affecting the arrearage data uniformity is when an EDC or NGDC moves a terminated or discontinued account from active status (included in the reporting) to inactive status (excluded from the reporting). EDC and NGDC collection policies and accounting practices affect the timing.

***For comparative purposes, EDCs and NGDCs are requested to consider the due date as day zero and to report debt that is at least 30 days overdue.***

It is important to consider that not all utilities reported debt for the same timeframe. Duquesne Light, Met Ed, Penelec, Penn Power, West Penn, Columbia, NFG, Peoples and UGI Gas reported according to the method requested. The variance among the other EDCs and NGDCs shows a difference of no more than 20 days from that method. PECO Electric and Gas, PPL and PGW report debt that is 10 days old.

See [Appendix 1](#) for a chart showing the different methods EDCs and NGDCs use to determine overdue accounts and how they compare to the preferred method (30 days overdue). See [Appendix 2](#) for the methods EDCs and NGDCs use to determine when an account is moved from active to inactive status after termination of service or discontinuance of service.

***CAP recipients are excluded from all data tables referencing the number of customers in debt, the dollars in debt, and gross residential write-offs.***

In the tables below, the number of residential and confirmed low-income customers in debt on arrangement and not on arrangement represents **an average of the 12 months of month-end data** reported by the EDCs and NGDCs. The total number of customers in debt (on arrangement plus not on arrangement) may be slightly off due to rounding of figures in the categories on arrangement and not on arrangement. The percent of customers in debt is a useful statistic that highlights public utility collection activity and the need for universal service programs. A public utility with a lower percent of its residential customers in debt should experience better cash flow and have a better credit rating than one with a higher percent of its residential customers in debt. The **Percent of Customers in Debt** is calculated by dividing the number of customers in debt by the number of residential customers. The **Percent of Confirmed Low-Income in Debt** is calculated by dividing the number of confirmed low-income customers in debt by the total number of confirmed low-

---

<sup>23</sup>[52 Pa. Code § 56.1.](#)

income customers, not residential customers. The calculations show both groups of customers in debt – those on a payment arrangement and those not on a payment arrangement. All confirmed low-income data is a subset of the residential data.

*Total Number of Customers in Debt – Electric – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Duquesne	35,479	5,427	38,172	6,178	34,624	5,955
Met Ed	52,652	28,291	54,950	29,726	55,321	29,259
PECO-Electric	123,786	6,721	112,871	5,725	79,062	5,959
Penelec	55,700	32,786	57,841	34,073	57,446	33,153
Penn Power	13,784	7,745	14,001	7,909	13,645	7,505
PPL	193,322	69,742	224,914	83,273	211,664	80,798
West Penn	57,163	30,441	59,472	31,961	59,525	31,361
<b>Total/Industry Average</b>	<b>531,886</b>	<b>181,154</b>	<b>562,221</b>	<b>198,845</b>	<b>511,287</b>	<b>193,990</b>

*Total Number of Customers in Debt – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Columbia	24,241	9,321	25,204	10,305	25,426	10,457
NFG	17,087	4,930	19,003	5,824	18,794	5,770
PECO-Gas	33,937	1,663	29,421	1,529	21,787	1,761
Peoples	43,869	15,101	43,595	16,057	43,881	15,858
PGW	93,474	10,999	78,665	16,294	75,954	16,517
UGI Gas	63,101	25,946	66,536	28,770	59,513	26,338
<b>Total/Industry Average</b>	<b>275,709</b>	<b>67,958</b>	<b>262,425</b>	<b>78,779</b>	<b>245,355</b>	<b>76,701</b>

*Number of Customers in Debt – Residential Electric – 2024*

Utility	On Arrangement		Not On Arrangement		Total in Debt	
	Number	Percent of Customers	Number	Percent of Customers	Number	Percent of Customers
Duquesne	9,891	1.8%	24,733	4.5%	34,624	6.3%
Met Ed	24,540	4.7%	30,781	5.9%	55,321	10.6%
PECO-Electric	14,037	0.9%	65,025	4.2%	79,062	5.1%
Penelec	24,032	4.8%	33,414	6.7%	57,446	11.5%
Penn Power	5,705	3.8%	7,940	5.3%	13,645	9.1%
PPL	90,621	7.1%	121,043	9.5%	211,664	16.7%
West Penn	24,307	3.8%	35,218	5.6%	59,525	9.4%
<b>Total/Industry Average</b>	<b>193,133</b>	<b>3.7%</b>	<b>318,154</b>	<b>6.2%</b>	<b>511,287</b>	<b>9.9%</b>

*Number of Customers in Debt – Residential Natural Gas – 2024*

Utility	On Arrangement		Not On Arrangement		Total in Debt	
	Number	Percent of Customers	Number	Percent of Customers	Number	Percent of Customers
Columbia	14,568	3.5%	10,858	2.6%	25,426	6.2%
NFG	5,586	2.8%	13,208	6.7%	18,794	9.6%
PECO-Gas	4,390	0.9%	17,397	3.4%	21,787	4.3%
Peoples	10,156	1.7%	33,725	5.7%	43,881	7.4%
PGW	18,243	3.8%	57,711	12.0%	75,954	15.8%
UGI Gas	26,418	4.2%	33,095	5.3%	59,513	9.4%
<b>Total/Industry Average</b>	<b>79,361</b>	<b>2.8%</b>	<b>165,994</b>	<b>5.9%</b>	<b>245,355</b>	<b>8.7%</b>

*Number of Customers in Debt – Confirmed Low-Income Electric – 2024*

Utility	On Arrangement		Not On Arrangement		Total in Debt	
	Number	Percent of Confirmed Low-Income	Number	Percent of Confirmed Low-Income	Number	Percent of Confirmed Low-Income
Duquesne	2,648	4.9%	3,307	6.2%	5,955	11.1%
Met Ed	14,058	22.5%	15,201	24.3%	29,259	46.8%
PECO-Electric	1,737	1.2%	4,222	3.0%	5,959	4.2%
Penelec	15,180	19.6%	17,973	23.3%	33,153	42.9%
Penn Power	3,525	20.8%	3,980	23.4%	7,505	44.2%
PPL	31,814	15.1%	48,984	23.2%	80,798	38.3%
West Penn	14,386	20.8%	16,975	24.5%	31,361	45.3%
<b>Total/Industry Average</b>	<b>83,348</b>	<b>13.2%</b>	<b>110,642</b>	<b>17.5%</b>	<b>193,990</b>	<b>30.6%</b>

*Number of Customers in Debt – Confirmed Low-Income Natural Gas – 2024*

Utility	On Arrangement		Not On Arrangement		Total in Debt	
	Number	Percent of Confirmed Low-Income	Number	Percent of Confirmed Low-Income	Number	Percent of Confirmed Low-Income
Columbia	7,246	10.2%	3,211	4.5%	10,457	14.8%
NFG	2,278	9.6%	3,492	14.7%	5,770	24.4%
PECO-Gas	564	2.0%	1,197	4.2%	1,761	6.2%
Peoples	5,911	5.2%	9,947	8.8%	15,858	14.1%
PGW	12,156	9.2%	4,361	3.3%	16,517	12.5%
UGI Gas	23,653	26.6%	2,685	3.0%	26,338	29.6%
<b>Total/Industry Average</b>	<b>51,808</b>	<b>11.3%</b>	<b>24,893</b>	<b>5.5%</b>	<b>76,701</b>	<b>16.8%</b>

*Percent of Customers in Debt – Residential Electric – 2022-2024*

Utility	On Arrangement			Not On Arrangement			Total in Debt		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	2.1%	1.9%	1.8%	4.5%	5.1%	4.5%	6.5%	7.0%	6.3%
Met Ed	4.1%	4.4%	4.7%	6.0%	6.2%	5.9%	10.2%	10.6%	10.6%
PECO-Electric	2.3%	1.6%	0.9%	5.8%	5.8%	4.2%	8.1%	7.4%	5.1%
Penelec	4.3%	4.5%	4.8%	6.8%	7.0%	6.7%	11.1%	11.6%	11.5%
Penn Power	3.6%	3.7%	3.8%	5.6%	5.6%	5.3%	9.3%	9.4%	9.1%
PPL	5.9%	6.2%	7.1%	9.5%	11.7%	9.5%	15.4%	17.8%	16.7%
West Penn	3.4%	3.7%	3.8%	5.6%	5.7%	5.6%	9.0%	9.4%	9.4%
<b>Total/Industry Average</b>	<b>3.7%</b>	<b>3.6%</b>	<b>3.7%</b>	<b>6.7%</b>	<b>7.3%</b>	<b>6.2%</b>	<b>10.4%</b>	<b>10.9%</b>	<b>9.9%</b>

*Percent of Customers in Debt – Residential Natural Gas – 2022-2024*

Utility	On Arrangement			Not On Arrangement			Total in Debt		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	3.6%	3.8%	3.5%	2.3%	2.3%	2.6%	5.9%	6.1%	6.2%
NFG	2.2%	2.9%	2.8%	6.5%	6.8%	6.7%	8.7%	9.7%	9.6%
PECO-Gas	2.5%	1.7%	0.9%	4.3%	4.1%	3.4%	6.8%	5.8%	4.3%
Peoples	1.7%	1.7%	1.7%	5.7%	5.6%	5.7%	7.4%	7.3%	7.4%
PGW	2.3%	3.5%	3.8%	16.8%	12.7%	12.0%	19.2%	16.3%	15.8%
UGI Gas	4.2%	4.7%	4.2%	6.0%	6.0%	5.3%	10.2%	10.6%	9.4%
<b>Total/Industry Average</b>	<b>2.8%</b>	<b>3.1%</b>	<b>2.8%</b>	<b>7.0%</b>	<b>6.3%</b>	<b>5.9%</b>	<b>9.8%</b>	<b>9.3%</b>	<b>8.7%</b>

*Percent of Customers in Debt – Confirmed Low-Income Electric – 2022-2024*

Utility	On Arrangement			Not On Arrangement			Total in Debt		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	4.9%	4.8%	4.9%	5.7%	6.8%	6.2%	10.6%	11.6%	11.1%
Met Ed	21.0%	21.1%	22.5%	27.7%	27.6%	24.3%	48.6%	48.7%	46.8%
PECO-Electric	2.2%	1.5%	1.2%	2.5%	2.2%	3.0%	4.6%	3.7%	4.2%
Penelec	18.7%	18.4%	19.6%	26.3%	26.6%	23.3%	45.0%	44.9%	42.9%
Penn Power	20.7%	19.7%	20.8%	26.8%	27.5%	23.4%	47.4%	47.2%	44.2%
PPL	13.0%	10.8%	15.1%	22.0%	29.7%	23.2%	35.0%	40.5%	38.3%
West Penn	20.2%	19.8%	20.8%	28.1%	27.8%	24.5%	48.2%	47.6%	45.3%
<b>Total/Industry Average</b>	<b>12.1%</b>	<b>11.2%</b>	<b>13.2%</b>	<b>17.8%</b>	<b>20.3%</b>	<b>17.5%</b>	<b>29.9%</b>	<b>31.5%</b>	<b>30.6%</b>

*Percent of Customers in Debt – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	On Arrangement			Not On Arrangement			Total in Debt		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	9.5%	10.2%	10.2%	3.8%	4.1%	4.5%	13.3%	14.3%	14.8%
NFG	7.0%	9.1%	9.6%	14.0%	15.3%	14.7%	21.0%	24.4%	24.4%
PECO-Gas	2.9%	2.2%	2.0%	2.8%	2.7%	4.2%	5.7%	4.9%	6.2%
Peoples	5.0%	5.1%	5.2%	8.9%	9.2%	8.8%	14.0%	14.2%	14.1%
PGW	4.2%	8.2%	9.2%	5.3%	4.4%	3.3%	9.6%	12.7%	12.5%
UGI Gas	27.2%	28.9%	26.6%	3.3%	3.1%	3.0%	30.5%	32.0%	29.6%
<b>Total/Industry Average</b>	<b>9.9%</b>	<b>11.4%</b>	<b>11.3%</b>	<b>5.9%</b>	<b>5.7%</b>	<b>5.5%</b>	<b>15.8%</b>	<b>17.2%</b>	<b>16.8%</b>

*Percent of Customers in Debt – Confirmed Low-Income Electric – 2022-2024*

Utility	2022		2023		2024	
	As a Percent of Residential	As a Percent of Confirmed Low-Income	As a Percent of Residential	As a Percent of Confirmed Low-Income	As a Percent of Residential	As a Percent of Confirmed Low-Income
Duquesne	1.0%	10.6%	1.1%	11.6%	1.1%	11.1%
Met Ed	5.5%	48.6%	5.7%	48.7%	5.6%	46.8%
PECO-Electric	0.4%	4.6%	0.4%	3.7%	0.4%	4.2%
Penelec	6.5%	45.0%	6.8%	44.9%	6.6%	42.9%
Penn Power	5.2%	47.4%	5.3%	47.2%	5.0%	44.2%
PPL	5.5%	35.0%	6.6%	40.5%	6.4%	38.3%
West Penn	4.8%	48.2%	5.1%	47.6%	4.9%	45.3%
<b>Total/Industry Average</b>	<b>3.5%</b>	<b>29.9%</b>	<b>3.9%</b>	<b>31.5%</b>	<b>3.8%</b>	<b>30.6%</b>

*Percent of Customers in Debt – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	As a Percent of Residential	As a Percent of Confirmed Low-Income	As a Percent of Residential	As a Percent of Confirmed Low-Income	As a Percent of Residential	As a Percent of Confirmed Low-Income
Columbia	2.3%	13.3%	2.5%	14.3%	2.5%	14.8%
NFG	2.5%	21.0%	3.0%	24.4%	2.9%	24.4%
PECO-Gas	0.3%	5.7%	0.3%	4.9%	0.3%	6.2%
Peoples	2.5%	14.0%	2.7%	14.2%	2.7%	14.1%
PGW	2.3%	9.6%	3.4%	12.7%	3.4%	12.5%
UGI Gas	4.2%	30.5%	4.6%	32.0%	4.2%	29.6%
<b>Total/Industry Average</b>	<b>2.4%</b>	<b>15.8%</b>	<b>2.8%</b>	<b>17.2%</b>	<b>2.7%</b>	<b>16.8%</b>

**Section summary:** From 2022 to 2024, the number of residential customers in debt for the electric industry decreased overall by 3.9%. In 2024, the residential customers in debt for the electric industry represented 9.9% of the

total number of residential customers of the EDCs. Of the 9.9% residential customers who have debt, 6.2% have debt not on arrangement, meaning it is at higher risk of becoming uncollectable.

The number of confirmed low-income customers in debt for the electric industry increased overall by 7.1% from 2022 to 2024. In 2024, the confirmed low-income customers in debt for the electric industry represented 30.6% of the confirmed low-income customers and 3.8% of the total residential customers of the EDCs. Of the 30.6% of confirmed low-income customers in debt, 17.5% have debt not on arrangement, meaning it is at higher risk of becoming uncollectable.

The number of residential customers in debt for the gas industry decreased overall by 11.0% from 2022 to 2024. In 2024, the residential customers in debt for the gas industry represented 8.7% of the total number of residential customers of the NGDCs. Of the 8.7% residential customers who have debt, 5.9% have debt not on an arrangement.

The number of confirmed low-income customers in debt for the gas industry increased overall by 12.9% from 2022 to 2024. In 2024, the confirmed low-income customers in debt for the gas industry represented 16.8% of the confirmed low-income customers and 2.7% of the total residential customers of the NGDCs. Of the 16.8% confirmed low-income customers in debt, only 5.5% have debt not on arrangement.

### Residential Customer Dollars in Debt

The amount of money owed has an impact on utility expenses, making up part of the public utility's distribution charge. Higher **Dollars in Debt** not on an arrangement represent a greater risk to become uncollectable. The tables below represent a **12-month average of the dollars** reported at the end of each month. Total average dollars in debt (on arrangement plus not on arrangement) may be slightly off due to rounding of figures in the categories on arrangement and not on arrangement.

#### *Dollars in Debt – Residential Electric – 2024*

Utility	Dollars in Debt on an Arrangement	Dollars in Debt Not on an Arrangement	Total Dollars in Debt
Duquesne	\$7,198,354	\$5,734,800	\$12,933,154
Met Ed	\$23,515,033	\$10,936,746	\$34,451,779
PECO-Electric	\$11,182,642	\$39,879,314	\$51,061,956
Penelec	\$25,552,435	\$12,279,422	\$37,831,857
Penn Power	\$6,499,357	\$2,924,958	\$9,424,315
PPL	\$79,322,246	\$79,718,141	\$159,040,387
West Penn	\$25,140,215	\$12,069,835	\$37,210,050
<b>Total/Industry Average</b>	<b>\$178,410,282</b>	<b>\$163,543,216</b>	<b>\$341,953,498</b>

*Dollars in Debt – Residential Natural Gas – 2024*

Utility	Dollars in Debt on an Arrangement	Dollars in Debt Not on an Arrangement	Total Dollars in Debt
Columbia	\$13,195,838	\$4,422,336	\$17,618,174
NFG	\$2,986,548	\$3,397,572	\$6,384,120
PECO-Gas	\$4,509,911	\$16,148,851	\$20,658,762
Peoples	\$9,379,496	\$7,880,779	\$17,260,275
PGW	\$12,811,574	\$36,239,775	\$49,051,349
UGI Gas	\$20,987,280	\$8,301,757	\$29,289,037
<b>Total/Industry Average</b>	<b>\$63,870,647</b>	<b>\$76,391,070</b>	<b>\$140,261,717</b>

*Dollars in Debt – Confirmed Low-Income Electric – 2024*

Utility	Dollars in Debt on an Arrangement	Dollars in Debt Not on an Arrangement	Total Dollars in Debt
Duquesne	\$2,432,854	\$1,555,979	\$3,988,833
Met Ed	\$15,140,037	\$8,340,789	\$23,480,826
PECO-Electric	\$1,962,384	\$5,557,941	\$7,520,325
Penelec	\$17,578,671	\$9,507,136	\$27,085,807
Penn Power	\$4,337,712	\$2,234,969	\$6,572,681
PPL	\$21,674,231	\$64,492,112	\$86,166,343
West Penn	\$16,659,224	\$8,927,723	\$25,586,947
<b>Total/Industry Average</b>	<b>\$79,785,113</b>	<b>\$100,616,649</b>	<b>\$180,401,762</b>

*Dollars in Debt – Confirmed Low-Income Natural Gas – 2024*

Utility	Dollars in Debt on an Arrangement	Dollars in Debt Not on an Arrangement	Total Dollars in Debt
Columbia	\$7,469,601	\$1,538,768	\$9,008,369
NFG	\$1,313,426	\$1,466,503	\$2,779,929
PECO-Gas	\$814,553	\$2,313,320	\$3,127,873
Peoples	\$5,767,322	\$3,316,493	\$9,083,815
PGW	\$8,553,602	\$3,760,939	\$12,314,541
UGI Gas	\$19,567,731	\$1,458,834	\$21,026,565
<b>Total/Industry Average</b>	<b>\$43,486,235</b>	<b>\$13,854,857</b>	<b>\$57,341,092</b>

*Dollars in Debt – Residential Electric – 2022-2024*

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Duquesne	\$11,605,732	\$6,145,895	\$8,184,792	\$6,697,293	\$7,198,354	\$5,734,800
Met Ed	\$22,649,049	\$10,363,758	\$21,117,456	\$11,531,766	\$23,515,033	\$10,936,746
PECO-Electric	\$24,238,131	\$41,738,776	\$14,904,951	\$43,006,230	\$11,182,642	\$39,879,314
Penelec	\$26,588,692	\$11,578,939	\$23,938,982	\$13,103,925	\$25,552,435	\$12,279,422
Penn Power	\$7,442,539	\$3,149,113	\$6,658,561	\$3,331,181	\$6,499,357	\$2,924,958
PPL	\$55,613,227	\$60,276,159	\$71,455,765	\$108,064,123	\$79,322,246	\$79,718,141
West Penn	\$27,672,640	\$12,014,353	\$24,210,231	\$12,753,477	\$25,140,215	\$12,069,835
<b>Total/Industry Average</b>	<b>\$175,810,010</b>	<b>\$145,266,993</b>	<b>\$170,470,738</b>	<b>\$198,487,995</b>	<b>\$178,410,282</b>	<b>\$163,543,216</b>

*Dollars in Debt – Residential Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Columbia	\$14,655,362	\$4,461,475	\$15,124,480	\$4,835,267	\$13,195,838	\$4,422,336
NFG	\$2,256,619	\$3,588,122	\$3,143,647	\$4,398,702	\$2,986,548	\$3,397,572
PECO-Gas	\$10,560,756	\$15,208,754	\$6,627,516	\$16,852,335	\$4,509,911	\$16,148,851
Peoples	\$8,780,990	\$8,513,016	\$10,721,672	\$10,404,497	\$9,379,496	\$7,880,779
PGW	\$12,991,746	\$60,834,955	\$14,235,293	\$49,469,059	\$12,811,574	\$36,239,775
UGI Gas	\$23,303,192	\$9,751,476	\$25,694,808	\$10,126,231	\$20,987,280	\$8,301,757
<b>Total/Industry Average</b>	<b>\$72,548,665</b>	<b>\$102,357,798</b>	<b>\$75,547,416</b>	<b>\$96,086,091</b>	<b>\$63,870,647</b>	<b>\$76,391,070</b>

*Dollars in Debt – Confirmed Low-Income Electric – 2022-2024*

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Duquesne	\$2,914,348	\$1,526,434	\$2,432,339	\$1,669,061	\$2,432,854	\$1,555,979
Met Ed	\$14,894,232	\$8,304,710	\$13,513,444	\$8,998,501	\$15,140,037	\$8,340,789
PECO-Electric	\$4,092,347	\$5,849,513	\$2,814,456	\$5,007,771	\$1,962,384	\$5,557,941
Penelec	\$18,530,802	\$9,278,554	\$16,139,213	\$10,418,265	\$17,578,671	\$9,507,136
Penn Power	\$5,056,662	\$2,488,367	\$4,350,722	\$2,629,976	\$4,337,712	\$2,234,969
PPL	\$16,658,329	\$42,939,131	\$16,346,028	\$74,061,410	\$21,674,231	\$64,492,112
West Penn	\$18,478,753	\$9,498,069	\$15,672,897	\$9,958,542	\$16,659,224	\$8,927,723
<b>Total/Industry Average</b>	<b>\$80,625,473</b>	<b>\$79,884,777</b>	<b>\$71,269,099</b>	<b>\$112,743,526</b>	<b>\$79,785,113</b>	<b>\$100,616,649</b>

*Dollars in Debt – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Columbia	\$7,461,448	\$1,441,281	\$8,062,348	\$1,677,797	\$7,469,601	\$1,538,768
NFG	\$1,030,018	\$1,609,443	\$1,345,263	\$1,946,491	\$1,313,426	\$1,466,503
PECO-Gas	\$1,537,131	\$2,052,267	\$1,091,126	\$2,021,212	\$814,553	\$2,313,320
Peoples	\$5,705,880	\$3,347,241	\$6,435,453	\$4,499,439	\$5,767,322	\$3,316,493
PGW	\$4,832,489	\$6,154,485	\$8,548,302	\$5,998,011	\$8,553,602	\$3,760,939
UGI Gas	\$21,718,700	\$1,545,561	\$23,883,279	\$1,555,885	\$19,567,731	\$1,458,834
<b>Total/Industry Average</b>	<b>\$42,285,666</b>	<b>\$16,150,278</b>	<b>\$49,365,771</b>	<b>\$17,698,836</b>	<b>\$43,486,235</b>	<b>\$13,854,857</b>

*Total Dollars in Debt – Residential Electric – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Duquesne	\$17,751,627	\$4,440,782	\$14,882,085	\$4,101,399	\$12,933,154	\$3,988,833
Met Ed	\$33,012,807	\$23,198,942	\$32,649,222	\$22,511,946	\$34,451,779	\$23,480,826
PECO-Electric	\$65,976,908	\$9,941,860	\$57,911,180	\$7,822,227	\$51,061,956	\$7,520,325
Penelec	\$38,167,631	\$27,809,356	\$37,042,907	\$26,557,477	\$37,831,857	\$27,085,807
Penn Power	\$10,591,653	\$7,545,029	\$9,989,742	\$6,980,698	\$9,424,315	\$6,572,681
PPL	\$115,889,386	\$59,597,460	\$179,519,888	\$90,407,438	\$159,040,387	\$86,166,343
West Penn	\$39,686,992	\$27,976,822	\$36,963,708	\$25,631,439	\$37,210,050	\$25,586,947
<b>Total/Industry Average</b>	<b>\$321,077,003</b>	<b>\$160,510,250</b>	<b>\$368,958,732</b>	<b>\$184,012,625</b>	<b>\$341,953,498</b>	<b>\$180,401,762</b>

*Total Dollars in Debt – Residential Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Columbia	\$19,116,837	\$8,902,729	\$19,959,748	\$9,740,146	\$17,618,174	\$9,008,369
NFG	\$5,844,741	\$2,639,461	\$7,542,349	\$3,291,755	\$6,384,120	\$2,779,929
PECO-Gas	\$25,769,510	\$3,589,399	\$23,479,852	\$3,112,338	\$20,658,762	\$3,127,873
Peoples	\$17,294,006	\$9,053,121	\$21,126,169	\$10,934,892	\$17,260,275	\$9,083,815
PGW	\$73,826,701	\$10,986,974	\$63,704,351	\$14,546,313	\$49,051,349	\$12,314,541
UGI Gas	\$33,054,668	\$23,264,261	\$35,821,039	\$25,439,164	\$29,289,037	\$21,026,565
<b>Total/Industry Average</b>	<b>\$174,906,462</b>	<b>\$58,435,944</b>	<b>\$171,633,507</b>	<b>\$67,064,607</b>	<b>\$140,261,717</b>	<b>\$57,341,092</b>

**Section summary:** The total residential dollars in debt for the electric industry increased overall by 6.5% from 2022 to 2024, while the total residential dollars in debt for the gas industry decreased overall by 19.8%.

The total confirmed low-income dollars in debt for the electric industry increased overall by 12.4% from 2022 to 2024, while the total confirmed low-income dollars in debt for the gas industry decreased by 1.9%. In 2024, the electric industry total confirmed low-income dollars in debt represented 52.8% of the residential total dollars in debt, while the gas industry total confirmed low-income dollars in debt represented 40.9% of the residential total dollars in debt.

### Percent of Total Dollars in Debt – On an Arrangement Versus Not on an Arrangement

Similar to the way the numbers of customers in debt are presented, the **Percent of Total Dollars in Debt** in the two reporting categories is calculated by dividing the total dollars in debt for each category (on arrangement and not on arrangement) by the overall total dollars in debt. Higher percentages of dollars in debt not on an arrangement represent a greater risk they will become uncollectable.

#### Percent of Total Dollars in Debt – Residential Electric – 2022-2024

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Duquesne	65.4%	34.6%	55.0%	45.0%	55.7%	44.3%
Met Ed	68.6%	31.4%	64.7%	35.3%	68.3%	31.7%
PECO-Electric	36.7%	63.3%	25.7%	74.3%	21.9%	78.1%
Penelec	69.7%	30.3%	64.6%	35.4%	67.5%	32.5%
Penn Power	70.3%	29.7%	66.7%	33.3%	69.0%	31.0%
PPL	48.0%	52.0%	39.8%	60.2%	49.9%	50.1%
West Penn	69.7%	30.3%	65.5%	34.5%	67.6%	32.4%
<b>Total/Industry Average</b>	<b>54.8%</b>	<b>45.2%</b>	<b>46.2%</b>	<b>53.8%</b>	<b>52.2%</b>	<b>47.8%</b>

#### Percent of Total Dollars in Debt – Residential Natural Gas – 2022-2024

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Columbia	76.7%	23.3%	75.8%	24.2%	74.9%	25.1%
NFG	38.6%	61.4%	41.7%	58.3%	46.8%	53.2%
PECO-Gas	41.0%	59.0%	28.2%	71.8%	21.8%	78.2%
Peoples	50.8%	49.2%	50.8%	49.2%	54.3%	45.7%
PGW	17.6%	82.4%	22.3%	77.7%	26.1%	73.9%
UGI Gas	70.5%	29.5%	71.7%	28.3%	71.7%	28.3%
<b>Total/Industry Average</b>	<b>41.5%</b>	<b>58.5%</b>	<b>44.0%</b>	<b>56.0%</b>	<b>45.5%</b>	<b>54.5%</b>

*Percent of Total Dollars in Debt – Confirmed Low-Income Electric – 2022-2024*

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Duquesne	65.6%	34.4%	59.3%	40.7%	61.0%	39.0%
Met Ed	64.2%	35.8%	60.0%	40.0%	64.5%	35.5%
PECO-Electric	41.2%	58.8%	36.0%	64.0%	26.1%	73.9%
Penelec	66.6%	33.4%	60.8%	39.2%	64.9%	35.1%
Penn Power	67.0%	33.0%	62.3%	37.7%	66.0%	34.0%
PPL	28.0%	72.0%	18.1%	81.9%	25.2%	74.8%
West Penn	66.1%	33.9%	61.1%	38.9%	65.1%	34.9%
<b>Total/Industry Average</b>	<b>50.2%</b>	<b>49.8%</b>	<b>38.7%</b>	<b>61.3%</b>	<b>44.2%</b>	<b>55.8%</b>

*Percent of Total Dollars in Debt – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement	On Arrangement	Not on Arrangement
Columbia	83.8%	16.2%	82.8%	17.2%	82.9%	17.1%
NFG	39.0%	61.0%	40.9%	59.1%	47.2%	52.8%
PECO-Gas	42.8%	57.2%	35.1%	64.9%	26.0%	74.0%
Peoples	63.0%	37.0%	58.9%	41.1%	63.5%	36.5%
PGW	44.0%	56.0%	58.8%	41.2%	69.5%	30.5%
UGI Gas	93.4%	6.6%	93.9%	6.1%	93.1%	6.9%
<b>Total/Industry Average</b>	<b>72.4%</b>	<b>27.6%</b>	<b>73.6%</b>	<b>26.4%</b>	<b>75.8%</b>	<b>24.2%</b>

**Section summary:** The percentage of electric industry residential customers dollars in debt on arrangement decreased overall from 54.8% in 2022 to 52.2% in 2024, while the percentage of electric residential customers dollars in debt not on arrangement increased overall from 45.2% to 47.8%. The percentage of residential gas customers dollars in debt on arrangement increased overall from 41.5% in 2022 to 45.5% in 2024, while the percentage of residential gas customers dollars in debt not on arrangement decreased from 58.5% to 54.5%.

The percentage of electric industry confirmed low-income customers dollars in debt on arrangement decreased overall from 50.2% in 2022 to 44.2% in 2024, while the percentage of electric confirmed low-income customers dollars in debt not on arrangement increased from 49.8% to 55.8%. The percentage of gas confirmed low-income customers dollars in debt on arrangement increased overall from 72.4% in 2022 to 75.8% in 2024, while the percentage of gas confirmed low-income customers dollars in debt not on arrangement decreased from 27.6% to 24.2%.

## Average Arrearages

The total **Average Arrearage** is calculated by dividing the total dollars in debt by the total number of customers in debt. This shows the average arrearage (debt) carried by each customer with an overdue balance. Larger average arrearages may take more time for customers to pay off and pose an uncollectable risk greater than smaller average arrearages. The total industry average arrearage amounts do not reflect an average of the amounts in the tables below. The average arrears amounts are also presented consistent with the two debt categories in previous sections of the report: on arrangement and not on arrangement, in order to identify the differences in the two categories that might not be apparent by just presenting the overall total arrearage.

### Total Average Arrearage – Electric – 2022-2024

Utility	2022		2023		2024	
	Total Residential	Confirmed Low-Income	Total Residential	Confirmed Low-Income	Total Residential	Confirmed Low-Income
Duquesne	\$489.53	\$818.26	\$389.87	\$663.86	\$373.53	\$669.83
Met Ed	\$631.00	\$820.00	\$594.16	\$757.31	\$622.76	\$802.52
PECO-Electric	\$532.99	\$1,479.30	\$513.07	\$1,366.37	\$645.85	\$1,262.01
Penelec	\$685.24	\$848.20	\$640.43	\$779.43	\$658.56	\$816.99
Penn Power	\$768.38	\$974.19	\$713.48	\$882.60	\$690.68	\$875.77
PPL	\$599.46	\$854.54	\$798.17	\$1,085.68	\$751.38	\$1,066.44
West Penn	\$694.27	\$918.59	\$621.53	\$801.95	\$625.12	\$815.88
<b>Total/Industry Average</b>	<b>\$603.15</b>	<b>\$885.97</b>	<b>\$656.25</b>	<b>\$925.41</b>	<b>\$668.81</b>	<b>\$929.95</b>

### Total Average Arrearage – Natural Gas – 2022-2024

Utility	2022		2023		2024	
	Total Residential	Confirmed Low-Income	Total Residential	Confirmed Low-Income	Total Residential	Confirmed Low-Income
Columbia	\$788.61	\$955.15	\$791.92	\$945.16	\$692.92	\$861.47
NFG	\$342.06	\$535.44	\$396.89	\$565.21	\$339.69	\$481.79
PECO-Gas	\$759.34	\$2,158.61	\$798.08	\$2,035.87	\$948.22	\$1,776.19
Peoples	\$394.22	\$599.51	\$484.60	\$681.02	\$393.34	\$572.82
PGW	\$789.81	\$998.95	\$809.82	\$892.75	\$645.80	\$745.57
UGI Gas	\$523.84	\$896.65	\$538.37	\$884.22	\$492.15	\$798.34
<b>Total/Industry Average</b>	<b>\$634.39</b>	<b>\$859.88</b>	<b>\$654.03</b>	<b>\$851.30</b>	<b>\$571.67</b>	<b>\$747.59</b>

**Section summary:** The total average arrearage for the residential electric industry increased overall by 10.9% from 2022 to 2024, while the total average arrearage for the residential gas industry decreased overall by 9.9%. In 2024, the total residential average arrearage was \$668.81 for the electric industry and \$571.67 for the residential gas industry.

The total average arrearage for the confirmed low-income electric industry increased overall by 5.0% from 2022 to 2024, while the total average arrearage for the confirmed low-income gas industry decreased by 13.1%. In 2024, the total confirmed low-income average arrearage was \$929.95 for the electric industry and \$747.59 for the confirmed low-income gas industry.

*Average Arrearage – Residential Electric – 2022-2024*

Utility	2022		2023		2024	
	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement
Duquesne	\$1,085.42	\$247.95	\$786.09	\$241.26	\$727.77	\$231.87
Met Ed	\$1,109.27	\$329.19	\$928.80	\$357.97	\$958.23	\$355.31
PECO-Electric	\$691.71	\$470.32	\$626.00	\$482.88	\$796.65	\$613.29
Penelec	\$1,238.12	\$338.32	\$1,059.99	\$371.67	\$1,063.27	\$367.49
Penn Power	\$1,374.26	\$376.29	\$1,196.36	\$394.89	\$1,139.24	\$368.38
PPL	\$749.23	\$506.12	\$920.06	\$733.88	\$875.32	\$658.59
West Penn	\$1,274.61	\$338.89	\$1,036.80	\$353.08	\$1,034.28	\$342.72
<b>Total/Industry Average</b>	<b>\$931.02</b>	<b>\$424.57</b>	<b>\$915.91</b>	<b>\$527.76</b>	<b>\$923.77</b>	<b>\$514.04</b>

*Average Arrearage – Residential Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement
Columbia	\$983.68	\$477.53	\$967.60	\$505.08	\$905.81	\$407.29
NFG	\$525.40	\$280.50	\$558.99	\$328.76	\$534.65	\$257.24
PECO-Gas	\$861.36	\$701.63	\$780.70	\$805.12	\$1,027.31	\$928.25
Peoples	\$894.86	\$249.97	\$1,054.68	\$311.24	\$923.54	\$233.68
PGW	\$1,141.05	\$741.10	\$836.58	\$802.43	\$702.27	\$627.95
UGI Gas	\$903.34	\$261.40	\$883.89	\$270.28	\$794.43	\$250.85
<b>Total/Industry Average</b>	<b>\$924.78</b>	<b>\$518.90</b>	<b>\$878.50</b>	<b>\$544.62</b>	<b>\$804.81</b>	<b>\$460.20</b>

*Average Arrearage – Confirmed Low-Income Electric – 2022-2024*

Utility	2022		2023		2024	
	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement
Duquesne	\$1,161.79	\$522.99	\$944.75	\$463.18	\$918.75	\$470.51
Met Ed	\$1,220.36	\$516.25	\$1,049.06	\$534.20	\$1,076.97	\$548.70
PECO-Electric	\$1,306.31	\$1,630.34	\$1,205.59	\$1,477.07	\$1,129.75	\$1,316.42
Penelec	\$1,360.53	\$484.11	\$1,158.77	\$517.16	\$1,158.02	\$528.97
Penn Power	\$1,499.64	\$569.03	\$1,319.23	\$570.33	\$1,230.56	\$561.55
PPL	\$644.20	\$978.49	\$736.32	\$1,212.67	\$681.28	\$1,316.60
West Penn	\$1,451.60	\$536.27	\$1,177.57	\$533.92	\$1,158.02	\$525.93
<b>Total/Industry Average</b>	<b>\$1,098.03</b>	<b>\$741.55</b>	<b>\$1,010.55</b>	<b>\$878.61</b>	<b>\$957.25</b>	<b>\$909.39</b>

*Average Arrearage – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement	On an Arrangement	Not on an Arrangement
Columbia	\$1,115.59	\$547.51	\$1,099.21	\$564.79	\$1,030.86	\$479.22
NFG	\$625.71	\$490.19	\$620.89	\$532.22	\$576.57	\$419.96
PECO-Gas	\$1,824.86	\$2,501.24	\$1,580.77	\$2,410.51	\$1,444.24	\$1,932.60
Peoples	\$1,046.70	\$346.89	\$1,124.42	\$435.43	\$975.69	\$333.42
PGW	\$992.54	\$1,004.05	\$806.93	\$1,052.25	\$703.65	\$862.40
UGI Gas	\$939.98	\$544.18	\$919.69	\$555.39	\$827.28	\$543.33
<b>Total/Industry Average</b>	<b>\$992.56</b>	<b>\$636.95</b>	<b>\$940.71</b>	<b>\$672.93</b>	<b>\$839.37</b>	<b>\$556.58</b>

**Section summary:** The average arrearages for the residential electric industry decreased overall by 0.8% for arrears on arrangements and increased by 21.1% for arrears not on arrangement from 2022 to 2024. The average arrearages for the residential gas industry decreased by 13.0% for arrears on arrangements, while arrears not on arrangements decreased by 11.3% from 2022 to 2024. For the electric industry in 2024, the residential average arrearage on arrangement was \$923.77, while the average arrearage not on arrangement was \$514.04. For the gas industry in 2024, the residential average arrearage on arrangement was \$804.81 and the average arrearage not on arrangement was \$460.20.

The average arrearages for the confirmed low-income electric industry decreased overall by 12.8% for arrears on arrangements and increased by 22.6% for arrears not on arrangements from 2022 to 2024. The average arrearages for the confirmed low-income gas industry decreased by 15.4% for arrears on arrangement and by 12.6% for arrears not on arrangement from 2022 to 2024. For the electric industry in 2024, the confirmed low-income average arrearage on arrangement was \$957.25, while the average arrearage not on arrangement was \$909.39. For the gas industry in 2024, the confirmed low-income average arrearage on arrangement was \$839.37 and the average arrearage not on arrangement was \$556.58.

## Revenues (Billings)

**Revenues (Billings)** are the cumulative, **year-end total dollars** billed by the public utility for the previous year and reported for both the residential and confirmed low-income categories. Billings are used in the calculation of other collection performance metrics and include dollars collected from all residential customers, including CAP customers and other universal service program recipients. As a reminder, confirmed low-income data is a subset of residential data.

### *Residential Revenues (Billings) – Electric – 2024*

Utility	Residential	Confirmed Low-Income	Percent Confirmed Low-Income
Duquesne	\$785,671,021	\$91,810,849	11.7%
Met Ed	\$905,596,588	\$141,038,002	15.6%
PECO-Electric	\$2,515,201,958	\$132,669,683	5.3%
Penelec	\$774,720,961	\$154,377,133	19.9%
Penn Power	\$255,028,338	\$34,753,790	13.6%
PPL	\$2,459,829,801	\$556,750,902	22.6%
West Penn	\$939,467,239	\$130,381,138	13.9%
<b>Total/Industry Average</b>	<b>\$8,635,515,906</b>	<b>\$1,241,781,497</b>	<b>14.4%</b>

### *Residential Revenues (Billings) – Natural Gas – 2024*

Utility	Residential	Confirmed Low-Income	Percent Confirmed Low-Income
Columbia	\$524,472,806	\$102,006,778	19.4%
NFG	\$142,464,678	\$19,670,520	13.8%
PECO-Gas	\$474,809,732	\$17,922,287	3.8%
Peoples	\$464,769,356	\$87,815,212	18.9%
PGW	\$640,715,549	\$110,956,322	17.3%
UGI Gas	\$608,669,385	\$54,821,553	9.0%
<b>Total/Industry Average</b>	<b>\$2,855,901,506</b>	<b>\$393,192,672</b>	<b>13.8%</b>

## Percent of Revenues (Billings) in Debt

The **Percent of Revenues (Billings) in Debt** is calculated by dividing the total annual revenues (billings) by the total monthly average dollars in debt. This calculated variable provides another way to measure the extent of customer debt. In the following two tables, the higher the percentage, the greater the potential collection risk.

### *Percent of Revenues (Billings) in Debt – Electric – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Duquesne	2.6%	5.7%	2.0%	4.6%	1.6%	4.3%
Met Ed	4.6%	22.0%	3.8%	17.4%	3.8%	16.6%
PECO-Electric	2.7%	6.9%	2.3%	6.3%	2.0%	5.7%
Penelec	6.0%	23.0%	5.0%	18.3%	4.9%	17.5%
Penn Power	4.8%	26.2%	4.1%	21.0%	3.7%	18.9%
PPL	4.7%	12.4%	6.6%	16.0%	6.5%	15.5%
West Penn	5.1%	27.6%	4.1%	20.8%	4.0%	19.6%
<b>Total/Industry Average</b>	<b>4.1%</b>	<b>15.1%</b>	<b>4.2%</b>	<b>15.2%</b>	<b>4.0%</b>	<b>14.5%</b>

### *Percent of Revenues (Billings) in Debt – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Columbia	3.2%	9.6%	3.4%	10.4%	3.4%	8.8%
NFG	3.0%	11.2%	4.2%	14.4%	4.5%	14.1%
PECO-Gas	4.7%	15.4%	4.3%	16.0%	4.4%	17.5%
Peoples	2.7%	7.8%	3.9%	11.1%	3.7%	10.3%
PGW	12.0%	17.0%	11.5%	12.3%	7.7%	11.1%
UGI Gas	4.7%	56.2%	5.1%	35.6%	4.8%	38.4%
<b>Total/Industry Average</b>	<b>6.2%</b>	<b>16.1%</b>	<b>5.5%</b>	<b>15.8%</b>	<b>4.9%</b>	<b>14.6%</b>

**Section summary:** The residential revenues/billings for the electric industry have increased overall by 9.2% from 2022 to 2024, while the residential revenues/billings for the gas industry decreased overall by 13.5%.

The confirmed low-income revenues/billings for the electric industry increased overall by 17.2% from 2022 to 2024, while the confirmed low-income revenues/billings for the gas industry increased overall by 8.6%.

The residential percent of revenues/billings in debt for the electric industry decreased overall from 4.1% in 2022 to 4.0% in 2024, while the gas industry decreased from 6.2% to 4.9%. The confirmed low-income percent of revenues/billings in debt for the electric industry decreased overall from 15.1% in 2022 to 14.5% in 2024, while the gas industry decreased from 16.1% to 14.6%.

While the residential revenues/billing increased by 9.2% for the electric from 2022 to 2024, the total dollar amount of debt for the electric industry also increased, by 6.5%. The gas industry residential revenues/billing decreased by 13.5%, and the total dollar amount in debt decreased by 19.8%.

The confirmed low-income revenues/billings increased by 17.2% for the electric from 2022 to 2024, and the total dollar amount of debt for confirmed low-income electric increased by 12.4%. The gas industry confirmed low-income revenues/billings also increased, by 8.6%, but the confirmed low-income debt decreased by 1.9%.

### Gross Residential Write-Offs in Dollars

The tables below represent the total annual **Gross Residential Write-offs in Dollars** for EDCs and NGDCs. Write-offs are the last action on final-billed overdue accounts. A residential account is written off after all pre-write-off collection actions are taken and the customer fails to make payment on the balance owed. Generally, a public utility writes off accounts on either a monthly or annual basis. The gross write-offs figures do not include CAP credits or arrearage forgiveness. As a reminder, confirmed low-income data is a subset of residential data.

#### *Gross Write-Offs in Dollars – Electric – 2024*

Utility	Residential	Confirmed Low-Income	Percent Confirmed Low-Income
Duquesne	\$17,523,886	\$6,172,441	35.2%
Met Ed	\$15,573,084	\$11,352,439	72.9%
PECO-Electric	\$30,484,849	\$1,821,304	6.0%
Penelec	\$16,546,520	\$12,589,135	76.1%
Penn Power	\$4,092,212	\$3,092,212	75.6%
PPL	\$87,927,829	\$39,013,265	44.4%
West Penn	\$15,008,156	\$10,726,162	71.5%
<b>Total/Industry Average</b>	<b>\$187,156,536</b>	<b>\$84,766,958</b>	<b>45.3%</b>

#### *Gross Write-Offs in Dollars – Natural Gas – 2024*

Utility	Residential	Confirmed Low-Income	Percent Confirmed Low-Income
Columbia	\$11,411,718	\$579,206	5.1%
NFG	\$3,968,354	\$2,720,676	68.6%
PECO-Gas	\$2,611,077	\$212,066	8.1%
Peoples	\$11,234,638	\$7,092,816	63.1%
PGW	\$46,118,331	\$20,825,470	45.2%
UGI Gas	\$40,849,610	\$6,631,488	16.2%
<b>Total/Industry Average</b>	<b>\$116,193,728</b>	<b>\$38,061,722</b>	<b>32.8%</b>

**Gross Write-Offs in Dollars – Residential Electric – 2022-2024**

Utility	2022	2023	2024
Duquesne	\$16,619,579	\$16,775,045	\$17,523,886
Met Ed	\$14,650,554	\$13,479,716	\$15,573,084
PECO-Electric	\$35,970,694	\$41,995,238	\$30,484,849
Penelec	\$15,056,177	\$15,042,797	\$16,546,520
Penn Power	\$3,627,804	\$3,617,934	\$4,092,212
PPL	\$49,258,466	\$60,458,291	\$87,927,829
West Penn	\$14,287,659	\$13,446,408	\$15,008,156
<b>Total/Industry Average</b>	<b>\$149,470,933</b>	<b>\$164,815,429</b>	<b>\$187,156,536</b>

**Gross Write-Offs in Dollars – Residential Natural Gas – 2022-2024**

Utility	2022	2023	2024
Columbia	\$11,400,609	\$11,643,805	\$11,411,718
NFG	\$3,515,466	\$3,459,665	\$3,968,354
PECO-Gas	\$2,181,106	\$2,614,169	\$2,611,077
Peoples	\$10,664,332	\$12,498,986	\$11,234,638
PGW	\$40,690,124	\$49,496,476	\$46,118,331
UGI Gas	\$27,178,194	\$35,689,027	\$40,849,610
<b>Total/Industry Average</b>	<b>\$95,629,831</b>	<b>\$115,402,128</b>	<b>\$116,193,728</b>

**Gross Write-Offs – Confirmed Low-Income Electric – 2022-2024**

Utility	Gross Write-Offs in Dollars Confirmed Low-Income			Percent of Gross Write-Off Dollars Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Duquesne	\$4,323,759	\$5,255,823	\$6,172,441	26.0%	31.3%	35.2%
Met Ed	\$10,495,428	\$9,634,780	\$11,352,439	71.6%	71.5%	72.9%
PECO-Electric	\$7,228,659	\$9,913,119	\$1,821,304*	20.1%	23.6%	6.0%
Penelec	\$11,474,569	\$11,623,055	\$12,589,135	76.2%	77.3%	76.1%
Penn Power	\$2,627,240	\$2,707,733	\$3,092,212	72.4%	74.8%	75.6%
PPL	\$33,538,786	\$38,385,807	\$39,013,265	68.1%	63.5%	44.4%
West Penn	\$10,325,774	\$9,721,573	\$10,726,162	72.3%	72.3%	71.5%
<b>Total/Industry Average</b>	<b>\$80,014,215</b>	<b>\$87,241,890</b>	<b>\$84,766,958</b>	<b>53.5%</b>	<b>52.9%</b>	<b>45.3%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations and reconnections in 2024.

**Gross Write-Offs – Confirmed Low-Income Natural Gas – 2022-2024**

Utility	Gross Write-Offs in Dollars Confirmed Low-Income			Percent of Gross Write-Off Dollars Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Columbia	\$2,070,554	\$6,373,338	\$579,206	18.2%	54.7%	5.1%
NFG	\$2,239,447	\$2,333,753	\$2,720,676	63.7%	67.5%	68.6%
PECO-Gas	\$618,369	\$858,601	\$212,066*	28.4%	32.8%	8.1%
Peoples	\$5,489,071	\$6,642,964	\$7,092,816	51.5%	53.1%	63.1%
PGW	\$14,736,599	\$18,509,932	\$20,825,470	36.2%	37.4%	45.2%
UGI Gas	\$4,277,271	\$6,014,877	\$6,631,488	15.7%	16.9%	16.2%
<b>Total/Industry Average</b>	<b>\$29,431,311</b>	<b>\$40,733,465</b>	<b>\$38,061,722</b>	<b>30.8%</b>	<b>35.3%</b>	<b>32.8%</b>

\*In 2024, PECO suspended terminations for several months due to the implementation of a new operating system, which resulted in a reduction in terminations and reconnections in 2024.

**Section summary:** The gross write-off dollars for the electric industry increased overall by 25.2% from 2022 to 2024, while the gas industry increased by 21.5%. The confirmed low-income gross write-off dollars for the electric industry increased overall by 5.9% from 2022 to 2024, while the gas industry increased by 29.3%.

The percent of residential gross write-off dollars that is from confirmed low-income electric industry accounts decreased overall from 53.5% in 2022 to 45.3% in 2024. The percent of residential gross write-off dollars from confirmed low-income gas industry accounts increased from 30.8% in 2022 to 32.8% in 2024.

## Gross Write-Offs Ratio

The percentage of residential billings written off as uncollectable is the most commonly used long-term measure of collection system performance and is called the **Gross Write-offs Ratio**. This measure is calculated by dividing the annual total gross dollars written off for residential accounts by the annual total dollars of residential revenues (billings). The measure offers an equitable basis for comparison of gross residential dollars written off to the annual total dollars of residential billings. Figures used in the tables below do not include CAP credits or arrearage forgiveness.

### *Gross Write-Offs Ratio – Electric – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Duquesne	2.4%	5.5%	2.2%	5.9%	2.2%	6.7%
Met Ed	2.0%	9.9%	1.6%	7.4%	1.7%	8.0%
PECO-Electric	1.5%	5.0%	1.7%	8.0%	1.2%	1.4%
Penelec	2.4%	9.5%	2.0%	8.0%	2.1%	8.2%
Penn Power	1.7%	9.1%	1.5%	8.1%	1.6%	8.9%
PPL	2.0%	7.0%	2.2%	6.8%	3.6%	7.0%
West Penn	1.8%	10.2%	1.5%	7.9%	1.6%	8.2%
<b>Total/Industry Average</b>	<b>1.9%</b>	<b>7.6%</b>	<b>1.9%</b>	<b>7.2%</b>	<b>2.2%</b>	<b>6.8%</b>

### *Gross Write-Offs Ratio – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income	Residential	Confirmed Low-Income
Columbia	1.9%	2.2%	2.0%	6.8%	2.2%	0.6%
NFG	1.8%	9.5%	1.9%	10.2%	2.8%	13.8%
PECO-Gas	0.4%	2.6%	0.5%	4.4%	0.5%	1.2%
Peoples	1.6%	4.7%	2.3%	6.7%	2.4%	8.1%
PGW	6.6%	22.8%	8.9%	15.6%	7.2%	18.8%
UGI Gas	3.9%	10.3%	5.1%	8.4%	6.7%	12.1%
<b>Total/Industry Average</b>	<b>2.9%</b>	<b>8.1%</b>	<b>3.7%</b>	<b>9.6%</b>	<b>4.1%</b>	<b>9.7%</b>

**Section summary:** The residential gross write-offs ratio for the electric industry increased overall from 1.9% in 2022 to 2.2% in 2024. The residential gross write-offs ratio for the gas industry increased overall from 2.9% to 4.1%. The confirmed low-income gross write-offs ratio for the electric industry decreased overall from 7.6% in 2022 to 6.8% in 2024, while the confirmed low-income gross write-offs ratio increased overall from 8.1% to 9.7%.

## Annual Collection Operating Expenses

Annual **Collection Operating Expenses** include administrative expenses associated with termination activity, negotiating payment arrangements, budget counseling, investigation and resolution of informal and formal complaints associated with payment arrangements, securing and maintaining deposits, tracking delinquent accounts, collection agencies' expenses, litigation expenses other than PUC-related, dunning expenses, and winter survey expenses. Dunning, in the business context, refers to the collections process, whereby a business communicates with customers who have fallen behind in paying their bills. CAP recipient collection expenses are excluded.

The tables below include both the residential and confirmed low-income categories to allow for the presentation of the percent of annual collection operating expenses which are attributed to confirmed low-income. Some public utilities utilize allocation factors (percentages) of the total operating expenses or other methods to estimate confirmed low-income collection operating expenses.

### *Annual Collection Operating Expenses – Electric – 2024*

Utility	Residential	Confirmed Low-Income	Percent of Collection Operating Expenses for Confirmed Low-Income Customers
Duquesne	\$6,798,849	\$1,169,402	17.9%
Met Ed	\$18,534,081	\$12,926,857	69.7%
PECO-Electric	\$17,393,827	\$1,730,741	10.0%
Penelec	\$18,936,916	\$13,977,770	73.8%
Penn Power	\$4,878,156	\$3,526,731	72.3%
PPL	\$11,760,027	\$6,232,814	53.0%
West Penn	\$17,557,636	\$12,077,658	68.8%
<b>Total/Industry Average</b>	<b>\$95,859,492</b>	<b>\$51,641,973</b>	<b>53.9%</b>

### *Annual Collection Operating Expenses – Natural Gas – 2024*

Utility	Residential	Confirmed Low-Income	Percent of Collection Operating Expenses for Confirmed Low-Income Customers
Columbia	\$6,008,936	\$1,588,917	26.4%
NFG	\$993,680	\$237,282	23.9%
PECO-Gas	\$2,149,799	\$123,360	5.7%
Peoples	\$5,600,986	\$1,058,271	18.9%
PGW	\$1,028,859	\$270,127	26.3%
UGI Gas	\$8,115,946	\$2,759,422	34.0%
<b>Total/Industry Average</b>	<b>\$23,898,206</b>	<b>\$6,037,379</b>	<b>25.3%</b>

*Annual Collection Operating Expenses – Residential Electric – 2022-2024*

Utility	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-Electric	\$15,388,527	\$16,894,860	\$17,393,827
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
<b>Total/Industry Average</b>	<b>\$86,550,427</b>	<b>\$89,226,164</b>	<b>\$95,859,492</b>

*Annual Collection Operating Expenses – Residential Natural Gas – 2022-2024*

Utility	2022	2023	2024
Columbia	\$5,387,188	\$6,025,719	\$6,008,936
NFG	\$856,517	\$995,286	\$993,680
PECO-Gas	\$1,901,953	\$2,088,129	\$2,149,799
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
<b>Total/Industry Average</b>	<b>\$20,146,309</b>	<b>\$24,633,409</b>	<b>\$23,898,206</b>

*Annual Collection Operating Expenses – Confirmed Low-Income Electric – 2022-2024*

Utility	2022	2023	2024
Duquesne	\$903,044	\$963,998	\$1,169,402
Met Ed	\$11,952,760	\$11,093,910	\$12,926,857
PECO-Electric	\$1,593,021	\$1,839,559	\$1,730,741
Penelec	\$12,785,857	\$12,930,731	\$13,977,770
Penn Power	\$3,057,937	\$3,145,270	\$3,526,731
PPL	\$5,016,652	\$6,775,936	\$6,232,814
West Penn	\$11,579,292	\$10,965,005	\$12,077,658
<b>Total/Industry Average</b>	<b>\$46,888,563</b>	<b>\$47,714,409</b>	<b>\$51,641,973</b>

**Annual Collection Operating Expenses – Confirmed Low-Income Natural Gas – 2022-2024**

Utility	2022	2023	2024
Columbia	\$1,399,253	\$1,501,682	\$1,588,917
NFG	\$205,285	\$240,143	\$237,282
PECO-Gas	\$115,183	\$134,650	\$123,360
Peoples	\$844,377	\$951,761	\$1,058,271
PGW	\$201,758	\$243,040	\$270,127
UGI Gas	\$1,860,969	\$2,634,185	\$2,759,422
<b>Total/Industry Average</b>	<b>\$4,626,825</b>	<b>\$5,705,461</b>	<b>\$6,037,379</b>

**Section summary:** The residential collection operation expenses for the electric industry increased overall by 10.8% from 2022 to 2024, while the gas industry increased overall by 18.6%. The confirmed low-income collection operating expenses for the electric industry increased overall by 10.1% from 2022 to 2024, while the gas industry increased overall by 30.5%. In 2024, the confirmed low-income portion of the total residential operating expenses was estimated to be 53.9% for the electric industry and 25.3% for the gas industry. The portion is estimated because some utilities use an allocation percentage for the confirmed low-income operating expenses rather than actual expenses.

## Accounts Exceeding \$10,000 in Arrearages

On Dec. 22, 2014, Act 155 reauthorized and amended Chapter 14 of the Public Utility Code (66 Pa.C.S. §§ 1401-1419), known as The Responsible Utility Customer Protection Act.<sup>24</sup> Following the implementation of Act 155, public utilities must report data regarding the number of active (*i.e.*, accounts not final billed) **Residential Accounts that Exceed \$10,000 in Arrearages** at the end of each calendar year, along with those account balances.<sup>25</sup> We present that data in the tables below, noting that PECO has reported electric and gas accounts together. As a reminder, confirmed low-income data is a subset of residential data. We also present the number of confirmed low-income customers with accounts exceeding \$10,000 in arrearages as a percentage of the number of residential customers with accounts exceeding \$10,000. **Some totals may be affected by rounding.**<sup>26</sup>

### Number of Accounts Over \$10,000 – Electric – 2022-2024

Utility	Residential			Confirmed Low-Income			Percent of Accounts Over \$10k Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	72	45	37	47	32	25	65.3%	71.1%	67.6%
Met Ed	126	112	131	99	90	100	78.6%	80.4%	76.3%
PECO-Electric/Gas	499	422	419	295	195	142	59.1%	46.2%	33.9%
Penelec	207	192	191	158	152	147	76.3%	79.2%	77.0%
Penn Power	54	48	47	37	33	36	68.5%	68.8%	76.6%
PPL	352	729	677	187	443	514	53.1%	60.8%	75.9%
West Penn	196	199	178	153	150	138	78.1%	75.4%	77.5%
<b>Total/Industry Average</b>	<b>1,506</b>	<b>1,747</b>	<b>1,680</b>	<b>976</b>	<b>1,095</b>	<b>1,102</b>	<b>64.8%</b>	<b>62.7%</b>	<b>65.6%</b>

### Number of Accounts Over \$10,000 – Natural Gas – 2022-2024

Utility	Residential			Confirmed Low-Income			Percent of Accounts Over \$10k Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	3	5	2	3	4	2	100.0%	80.0%	100.0%
NFG	0	0	0	0	0	0	0.0%	0.0%	0.0%
Peoples	19	26	17	10	10	15	52.6%	38.5%	88.2%
PGW	385	395	392	290	261	279	73.4%	66.1%	71.2%
UGI Gas	13	13	3	2	7	3	15.4%	53.8%	100.0%
<b>Total/Industry Average</b>	<b>420</b>	<b>439</b>	<b>414</b>	<b>305</b>	<b>282</b>	<b>299</b>	<b>72.6%</b>	<b>64.2%</b>	<b>72.2%</b>

<sup>24</sup> Final Order entered July 9, 2015, Docket No. [M-2014-2448824](#). Section 1410.1(3) *Utility reporting requirements concerning accounts with arrearages in excess of \$10,000*, pp 32-33. Upon the sunset of Chapter 14 of the Code on Dec. 31, 2024, the Commission issued a Statement of Policy (Docket No. [M-2024-3052328](#)), which indicated that the existing procedures regarding residential utility service remain in effect until Chapter 56 of Title 52 of the Pennsylvania Code is amended.

<sup>25</sup> The public utilities report several data points under Section 1410.1(3), however, only data relevant to the Universal Service Programs & Collections Performance has been included in this report. All public utility annual Section 1410.1(3) reports are available at Docket No. [M-2014-2448824](#).

<sup>26</sup> There may also be differences between similar metrics captured for individual public utilities in other PUC reports due to data rounding.

**Section summary:** The number of accounts with arrearages over \$10,000 for the electric industry increased overall by 11.6% for residential and by 12.9% for confirmed low-income from 2022 to 2024. The number of accounts with arrearages over \$10,000 for the gas industry decreased overall by 1.2% for residential and by 2.3% for confirmed low-income. The percentage of confirmed low-income electric accounts with arrearages over \$10,000 increased from 64.8% in 2022 to 65.6% in 2024, while the percentage of gas confirmed low-income accounts with arrearages over \$10,000 decreased from 72.6% to 72.2%.

***Total Arrearages of Accounts Over \$10,000 – Residential Electric – 2022-2024***

Utility	Total Arrearages of Accounts over \$10k		
	2022	2023	2024
Duquesne	\$960,595	\$579,860	\$493,703
Met Ed	\$1,727,144	\$1,539,011	\$1,855,749
PECO-Electric/Gas	\$6,773,972	\$5,881,906	\$6,170,755
Penelec	\$3,011,909	\$2,993,688	\$2,974,589
Penn Power	\$811,828	\$771,612	\$711,216
PPL	\$5,401,687	\$10,976,156	\$10,204,918
West Penn	\$2,763,510	\$2,986,617	\$2,639,265
<b>Total/Industry Average</b>	<b>\$21,450,645</b>	<b>\$25,728,849</b>	<b>\$25,050,196</b>

***Total Arrearages of Accounts Over \$10,000 – Residential Natural Gas – 2022-2024***

Utility	Total Arrearages of Accounts over \$10k		
	2022	2023	2024
Columbia	\$32,330	\$62,269	\$21,308
NFG	\$0	\$0	\$0
Peoples	\$204,144	\$309,215	\$202,854
PGW	\$4,860,878	\$5,017,046	\$4,938,811
UGI Gas	\$150,499	\$180,832	\$33,077
<b>Total/Industry Average</b>	<b>\$5,247,851</b>	<b>\$5,569,362</b>	<b>\$5,196,050</b>

*Total Arrearages of Accounts Over \$10,000 – Confirmed Low-Income Electric – 2022-2024*

Utility	Total Arrearages of Accounts over \$10k Confirmed Low-Income			Percent of Total Arrearages Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Duquesne	\$639,474	\$404,612	\$326,221	66.6%	69.8%	66.1%
Met Ed	\$1,344,805	\$1,215,895	\$1,416,349	77.9%	79.0%	76.3%
PECO-Electric/Gas	\$3,919,344	\$2,584,990	\$2,098,783	57.9%	43.9%	34.0%
Penelec	\$2,215,747	\$2,255,952	\$2,194,019	73.6%	75.4%	73.8%
Penn Power	\$588,635	\$556,931	\$527,609	72.5%	72.2%	74.2%
PPL	\$2,701,293	\$6,389,099	\$7,551,085	50.0%	58.2%	74.0%
West Penn	\$2,163,846	\$2,247,041	\$2,060,346	78.3%	75.2%	78.1%
<b>Total/Industry Average</b>	<b>\$13,573,144</b>	<b>\$15,654,521</b>	<b>\$16,174,412</b>	<b>63.3%</b>	<b>60.8%</b>	<b>64.6%</b>

*Total Arrearages of Accounts Over \$10,000 – Confirmed Low-Income Natural Gas – 2022-2024*

Utility	Total Arrearages of Accounts over \$10k Confirmed Low-Income			Percent of Total Arrearages Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Columbia	\$32,330	\$49,568	\$21,308	100.0%	79.6%	100.0%
NFG	\$0	\$0	\$0	0.0%	0.0%	0.0%
Peoples	\$107,396	\$117,452	\$178,639	52.6%	38.0%	88.1%
PGW	\$3,672,771	\$3,315,781	\$3,490,883	75.6%	66.1%	70.7%
UGI Gas	\$21,264	\$100,254	\$33,077	14.1%	55.4%	100.0%
<b>Total/Industry Average</b>	<b>\$3,833,761</b>	<b>\$3,583,055</b>	<b>\$3,723,907</b>	<b>73.1%</b>	<b>64.3%</b>	<b>71.7%</b>

**Section summary:** The total dollar amounts of all residential accounts with arrearages over \$10,000 increased overall for the electric industry by 16.8% and decreased by 0.8% for gas from 2022 to 2024. The total dollar amounts for confirmed low-income accounts with arrearages over \$10,000 increased 19.2% for electric and decreased 3.2% for gas from 2022 to 2024. The percentage of the total dollar amounts of accounts with arrearages over \$10,000 that are confirmed low-income increased overall from 63.3% in 2022 to 64.6% in 2024 for electric and decreased for gas from 73.1% to 71.7%.

The **Average Arrearage** is calculated by dividing the total arrearages (sum of all account balances over \$10,000) by the number of accounts with arrearages over \$10,000. As a reminder, confirmed low-income data is a subset of residential data. We also present the number of confirmed low-income customers with accounts exceeding \$10,000 in arrearages as a percentage of the number of residential customers with accounts exceeding \$10,000. **Industry averages may be calculated based on category totals for all individual accounts and may not represent an average of counts shown in the tables. Some totals may be affected by rounding.**

*Average Arrearage of Accounts Over \$10,000 – Electric – 2022-2024*

Utility	Residential			Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Duquesne	\$13,341.60	\$12,885.77	\$13,343.33	\$13,605.83	\$12,644.13	\$13,048.84
Met Ed	\$13,707.49	\$13,741.17	\$14,166.02	\$13,583.89	\$13,509.94	\$14,163.49
PECO-Electric/Gas	\$13,575.09	\$13,938.17	\$14,727.34	\$13,285.91	\$13,256.36	\$14,780.16
Penelec	\$14,550.29	\$15,592.13	\$15,573.77	\$14,023.72	\$14,841.79	\$14,925.30
Penn Power	\$15,033.85	\$16,075.26	\$15,132.26	\$15,909.05	\$16,876.70	\$14,655.81
PPL	\$15,345.70	\$15,056.46	\$15,073.73	\$14,445.42	\$14,422.35	\$14,690.83
West Penn	\$14,099.54	\$15,008.12	\$14,827.33	\$14,142.78	\$14,980.27	\$14,930.04
<b>Total/Industry Average</b>	<b>\$14,243.46</b>	<b>\$14,727.45</b>	<b>\$14,910.83</b>	<b>\$13,906.91</b>	<b>\$14,296.37</b>	<b>\$14,677.32</b>

*Average Arrearage of Accounts Over \$10,000 – Natural Gas – 2022-2024*

Utility	Residential			Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Columbia	\$10,776.67	\$12,453.89	\$10,653.91	\$10,776.67	\$12,391.97	\$10,653.91
NFG	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Peoples	\$10,744.42	\$11,892.88	\$11,932.61	\$10,739.60	\$11,745.16	\$11,909.26
PGW	\$12,625.66	\$12,701.38	\$12,599.01	\$12,664.73	\$12,704.14	\$12,512.12
UGI Gas	\$11,576.85	\$13,910.19	\$11,025.70	\$10,632.00	\$14,322.03	\$11,025.70
<b>Total/Industry Average</b>	<b>\$12,494.88</b>	<b>\$12,686.47</b>	<b>\$12,550.85</b>	<b>\$12,569.71</b>	<b>\$12,705.87</b>	<b>\$12,454.54</b>

**Section summary:** The average arrearage of residential accounts over \$10,000 for the electric industry increased overall by 4.7% from 2022 to 2024. The average arrearage of the residential accounts over \$10,000 for the gas industry increased by 0.4%. In 2024, the average arrearage for the residential electric industry was \$14,910.83, while the average arrearage for the gas industry was \$12,549.91.

The average arrearage of the confirmed low-income accounts over \$10,000 for the electric industry increased overall by 5.5% from 2022 to 2024, while the gas industry decreased by 0.9%. In 2024, the confirmed low-income average arrearage for the electric industry was \$14,677.32, which is \$770.41 less than the residential average arrearage. The confirmed low-income average arrearage for the gas industry in 2023 was \$12,458.46, which is \$111.25 more than the residential average arrearage.

The **Profile of Accounts with Arrearages over \$10,000** is presented below for 2024, 2023 and 2022. As a reminder, confirmed low-income data is a subset of residential data. This utility-reported data provides general aggregate data for the age of these accounts and the monthly bill amounts; the PUC activity of informal and formal complaints; and, the utility collection activities of company payment arrangement requests (PARs), terminations for non-payment, and 10-day termination notices. These datapoints reflect lifetime activity of these accounts, with the exception of the average monthly bill over the last 12 months.

***Profile of Accounts Over \$10,000 – Residential Electric – 2024***

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Duquesne	3/17/2015	\$486.45	3	0	7	2	24
Met Ed	7/10/2018	\$430.80	2	0	4	1	23
PECO-Electric/Gas	8/7/2014	\$636.76	1	0	3	2	25
Penelec	4/21/2018	\$430.50	2	0	4	1	24
Penn Power	3/27/2014	\$392.20	3	0	6	1	33
PPL	10/13/2011	\$389.22	0	0	17	3	26
West Penn	3/17/2017	\$378.27	2	0	4	1	25
<b>Total/Industry Average</b>	<b>6/21/2014</b>	<b>\$459.96</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>25</b>

***Profile of Accounts Over \$10,000 – Residential Electric – 2023***

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Duquesne	6/16/2016	\$511.71	3	0	6	2	24
Met Ed	8/17/2016	\$418.52	2	0	5	1	26
PECO-Electric/Gas	2/29/2016	\$205.52	1	0	3	2	22
Penelec	8/5/2016	\$410.70	2	0	5	1	25
Penn Power	8/8/2014	\$374.63	2	0	5	1	28
PPL	4/14/2010	\$464.71	0	0	17	3	27
West Penn	5/3/2015	\$357.34	2	0	4	1	26
<b>Total/Industry Average</b>	<b>8/28/2013</b>	<b>\$379.71</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>25</b>

*Profile of Accounts Over \$10,000 – Residential Electric – 2022*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Duquesne	6/14/2013	\$530.12	2	0	7	2	24
Met Ed	7/11/2015	\$380.13	2	0	4	2	22
PECO-Electric/Gas	5/13/2015	\$225.84	1	0	3	3	21
Penelec	2/17/2015	\$342.77	2	0	4	2	24
Penn Power	5/22/2013	\$416.92	3	0	6	1	29
PPL	4/29/2008	\$397.02	0	0	15	3	25
West Penn	10/23/2013	\$315.38	2	0	3	1	28
<b>Total/Industry Average</b>	<b>5/3/2013</b>	<b>\$327.66</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>24</b>

*Profile of Accounts Over \$10,000 – Residential Natural Gas – 2024*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Columbia	4/9/2013	\$223.00	3	0	8	7	40
NFG	n/a	\$0.00	0	0	0	0	0
Peoples	9/14/2015	\$142.01	1	0	3	3	16
PGW	12/9/2014	\$167.62	1	0	2	2	20
UGI Gas	2/1/2019	\$237.00	1	0	3	2	18
<b>Total/Industry Average</b>	<b>12/29/2014</b>	<b>\$167.33</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>20</b>

*Profile of Accounts Over \$10,000 – Residential Natural Gas – 2023*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Columbia	10/19/2016	\$289.00	1	0	8	3	29
NFG	n/a	\$0.00	0	0	0	0	0
Peoples	4/7/2016	\$179.76	1	0	3	2	17
PGW	2/22/2014	\$208.36	1	0	2	2	19
UGI Gas	9/25/2015	\$435.38	1	0	2	3	11
<b>Total/Industry Average</b>	<b>5/7/2014</b>	<b>\$214.31</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>18</b>

*Profile of Accounts Over \$10,000 – Residential Natural Gas – 2022*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Columbia	8/2/2014	\$270.00	1	0	9	3	8
NFG	n/a	\$0.00	0	0	0	0	0
Peoples	7/15/2014	\$220.10	1	0	4	2	16
PGW	9/13/2013	\$285.66	2	0	2	3	22
UGI Gas	7/16/2015	\$246.54	1	0	4	3	12
<b>Total/Industry Average</b>	<b>10/20/2013</b>	<b>\$281.37</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>21</b>

*Profile of Accounts Over \$10,000 – Confirmed Low-Income Electric – 2024*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Duquesne	6/5/2014	\$464.27	2	0	5	2	21
Met Ed	12/21/2018	\$445.08	2	0	4	1	22
PECO-Electric/Gas	5/3/2016	\$509.04	2	0	4	3	23
Penelec	9/15/2018	\$404.08	2	0	4	1	22
Penn Power	5/12/2015	\$391.31	2	0	5	1	31
PPL	3/10/2011	\$408.73	0	0	20	3	30
West Penn	7/11/2017	\$364.10	2	0	4	1	24
<b>Total/Industry Average</b>	<b>7/25/2014</b>	<b>\$419.44</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>2</b>	<b>27</b>

*Profile of Accounts Over \$10,000 – Confirmed Low-Income Electric – 2023*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Duquesne	7/15/2016	\$445.43	2	0	5	3	21
Met Ed	3/17/2017	\$414.78	2	0	4	1	24
PECO-Electric/Gas	8/24/2016	\$174.27	2	0	4	3	22
Penelec	12/29/2016	\$409.10	2	0	4	1	24
Penn Power	10/16/2015	\$368.97	2	0	4	0	21
PPL	9/22/2010	\$497.83	0	0	18	3	28
West Penn	2/1/2015	\$353.55	2	0	4	1	25
<b>Total/Industry Average</b>	<b>3/20/2014</b>	<b>\$395.39</b>	<b>1</b>	<b>0</b>	<b>10</b>	<b>2</b>	<b>25</b>

*Profile of Accounts Over \$10,000 – Confirmed Low-Income Electric – 2022*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Duquesne	11/8/2012	\$491.55	2	0	6	2	22
Met Ed	3/18/2016	\$364.49	2	0	3	1	22
PECO-Electric/Gas	6/26/2015	\$214.14	1	0	4	3	21
Penelec	4/10/2016	\$341.19	2	0	4	1	25
Penn Power	1/31/2013	\$343.45	3	0	6	1	30
PPL	3/11/2009	\$427.47	1	0	17	3	28
West Penn	10/26/2013	\$318.63	2	0	3	1	28
<b>Total/Industry Average</b>	<b>1/1/2014</b>	<b>\$325.73</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>24</b>

*Profile of Accounts Over \$10,000 – Confirmed Low-Income Natural Gas – 2024*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Columbia	4/9/2013	\$223.00	3	0	8	7	40
NFG	n/a	\$0.00	0	0	0	0	0
Peoples	4/10/2016	\$145.10	1	0	3	4	17
PGW	12/31/2014	\$164.16	2	0	2	3	19
UGI Gas	2/1/2019	\$237.00	1	0	3	2	18
<b>Total/Industry Average</b>	<b>2/3/2015</b>	<b>\$164.33</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>19</b>

*Profile of Accounts Over \$10,000 – Confirmed Low-Income Natural Gas – 2023*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Columbia	5/2/2016	\$298.50	0	0	8	4	30
NFG	n/a	\$0.00	0	0	0	0	0
Peoples	3/29/2016	\$139.20	2	0	3	3	17
PGW	4/25/2014	\$220.05	1	0	2	3	19
UGI Gas	1/13/2016	\$388.86	1	0	3	4	12
<b>Total/Industry Average</b>	<b>6/15/2014</b>	<b>\$222.48</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>19</b>

*Profile of Accounts Over \$10,000 – Confirmed Low-Income Natural Gas – 2022*

Utility	Profile of Accounts over \$10k						
	Average Date Account Originally Established	Average Monthly Bill Previous 12 Months	Average Number of PUC Informal Complaints	Average Number of PUC Formal Complaints	Average Number of Company PARs	Average Number of Times Terminated for Non-Payment	Average Number of 10-Day Terminations Notices Issued
Columbia	8/2/2014	\$270.00	1	0	9	3	8
NFG	n/a	\$0.00	0	0	0	0	0
Peoples	2/6/2015	\$208.93	1	0	6	3	17
PGW	10/4/2013	\$264.71	2	0	2	3	22
UGI Gas	10/7/2015	\$143.50	1	0	3	5	11
<b>Total/Industry Average</b>	<b>10/28/2013</b>	<b>\$262.14</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>22</b>

**Section summary from 2022 to 2024:** The average monthly bill of residential accounts for the electric industry increased by 40.4%, while the gas industry decreased by 40.5%. The average number of PUC informal complaints for the electric industry remained stable at one, while the gas industry decreased from two to one. The average number of PUC formal complaints remained zero for both the electric and gas industries. The average number of company PARs for the electric industry increased from six to nine, while the gas industry was unchanged at two. The average number of times the accounts were terminated for non-payment for the electric industry remained stable at two, while the gas industry decreased from three to two. The average number of 10-day terminations notices issued for the electric industry increased from 24 to 25 and the gas industry decreased from 21 to 20.

The average monthly bill of confirmed low-income accounts for the electric industry increased by 28.8%, and the gas industry decreased by 37.3%. The average number of PUC informal complaints for the electric industry decreased from two to one, while the gas industry remained stable at two. The average number of PUC formal complaints for both the electric and gas industries was zero. The average number of company PARs for the electric industry increased from six in 2022 to 12 in 2024, while the gas industry remained two. The average number of times the accounts were terminated for non-payment for the electric industry was unchanged at two, while the gas industry remained stable at three. The average number of 10-day terminations notices issued for the electric industry was 24 in 2022 and 27 in 2024, while the gas industry went from 22 to 19.

### 3. Universal Service Programs

#### Demographics

The USRR requires EDCs and NGDCs to report the demographics of universal service program recipients, including the number of household members under age 18 and over age 62, household size, income, and source of income. A low-income customer is defined as a residential public utility customer whose household income is at or below 150% of FPIG.<sup>27</sup> [Appendix 3](#) shows poverty levels in relation to household size and income. The following tables present some of the demographic information for low-income customers who participated in the universal service programs during 2024.

#### Average Household Income and Size

For all 2024 participants in universal service programs, **Average Annual Household Income** for electric customers was \$22,362 and \$19,344 for natural gas customers. The industry average annual household income is an approximation based on the average incomes reported for the universal service programs by each public utility.

*Participants in Universal Service Programs  
Average Household Income – Summary for All Electric – 2022-2024*

Program	2022	2023	2024
LIURP	\$18,555	\$20,815	\$21,580
CAP	\$14,124	\$14,872	\$16,031
CARES	\$20,748	\$22,413	\$23,057
Hardship Fund	\$26,152	\$22,656	\$29,177
<b>Total/Industry Average</b>	<b>\$19,752</b>	<b>\$19,818</b>	<b>\$22,362</b>

*Participants in Universal Service Programs  
Average Household Income – Summary for All Natural Gas – 2022-2024*

Program	2022	2023	2024
LIURP	\$18,271	\$19,856	\$21,462
CAP	\$14,898	\$15,654	\$16,073
CARES	\$18,017	\$24,634	\$20,724
Hardship Fund	\$19,831	\$22,834	\$19,118
<b>Total/Industry Average</b>	<b>\$17,754</b>	<b>\$20,745</b>	<b>\$19,344</b>

<sup>27</sup> 52 Pa. Code §§ [54.72](#), [62.2](#).

## Source of Income

The majority of electric and natural gas customers participating in universal service programs have incomes from employment or pension/retirement benefits. The Other category includes all other income types, such as self-employed, seasonal, dependent, alimony, child support, no income, and missing data.

### *Participants in Universal Service Programs Source of Household Income – Summary for All LIURP Electric – 2022-2024*

Source of Household Income	2022 LIURP	2023 LIURP	2024 LIURP
Employment	38.9%	44.4%	44.2%
Pension or Retirement	21.1%	23.5%	21.5%
Unemployment Compensation	7.7%	6.3%	7.8%
Disability	10.2%	9.5%	10.3%
Public Assistance	2.4%	2.1%	1.9%
Other	19.7%	14.2%	14.3%

### *Participants in Universal Service Programs Source of Household Income – Summary for All CAP Electric – 2022-2024*

Source of Household Income	2022 CAP	2023 CAP	2024 CAP
Employment	26.9%	29.1%	30.7%
Pension or Retirement	21.3%	20.5%	19.5%
Unemployment Compensation	4.0%	2.5%	2.5%
Disability	19.6%	20.0%	22.8%
Public Assistance	2.2%	1.9%	1.7%
Other	26.0%	26.0%	22.8%

### *Participants in Universal Service Programs Source of Household Income – Summary for All Hardship Fund Electric – 2022-2024*

Source of Household Income	2022 Hardship Fund	2023 Hardship Fund	2024 Hardship Fund
Employment	54.5%	57.8%	54.3%
Pension or Retirement	16.6%	17.7%	15.1%
Unemployment Compensation	1.8%	1.8%	2.6%
Disability	9.8%	8.7%	10.7%
Public Assistance	1.8%	1.6%	1.2%
Other	15.5%	12.5%	16.1%

**Participants in Universal Service Programs**  
**Source of Household Income – Summary for All LIURP Natural Gas – 2022-2024**

Source of Household Income	2022 LIURP	2023 LIURP	2024 LIURP
Employment	29.5%	32.3%	31.7%
Pension or Retirement	31.2%	32.5%	31.2%
Unemployment Compensation	4.9%	3.8%	4.4%
Disability	13.8%	14.2%	13.5%
Public Assistance	3.1%	2.8%	2.4%
Other	17.6%	14.5%	16.8%

**Participants in Universal Service Programs**  
**Source of Household Income – Summary for All CAP Natural Gas – 2022-2024**

Source of Household Income	2022 CAP	2023 CAP	2024 CAP
Employment	28.6%	30.2%	30.0%
Pension or Retirement	31.5%	31.3%	31.9%
Unemployment Compensation	3.7%	3.7%	2.1%
Disability	17.1%	16.0%	15.0%
Public Assistance	3.3%	2.8%	2.7%
Other	15.9%	16.1%	18.3%

**Participants in Universal Service Programs**  
**Source of Household Income – Summary for All Hardship Fund Natural Gas – 2022-2024**

Source of Household Income	2022 Hardship Fund	2023 Hardship Fund	2024 Hardship Fund
Employment	43.6%	49.1%	47.0%
Pension or Retirement	15.0%	13.7%	14.7%
Unemployment Compensation	1.8%	2.2%	2.5%
Disability	16.6%	14.0%	16.0%
Public Assistance	3.4%	2.0%	2.4%
Other	19.7%	18.9%	17.4%

## Universal Service Participant Income Compared to the Federal Poverty Income Guidelines

Demographic data from the USRR reporting shows that “working poor” households in Pennsylvania do not always have incomes that exceed 150% of FPIG. According to the U.S. Bureau of Labor Statistics, the definition of a “working poor” household begins with a wage earner who works full time (35+ hours/week) at a minimum-wage job. In 2024, minimum wage in Pennsylvania was \$7.25 per hour, the same as it has been since 2009.<sup>28</sup> Annual income for an individual wage earner who works at a full time (40hr/week) minimum-wage job is \$15,080, which equates to 100% of FPIG in 2024 (for one person) and 100% FPIG in 2025. By comparison, the average electric CAP household (two persons) had an income of \$16,031 in 2024, which placed these households’ incomes at approximately 78% of FPIG (for two persons) for 2024 and 76% for 2025. The average natural gas CAP household (two persons) had an income of \$16,073, which placed the household at approximately 79% of FPIG for 2024 and 76% for 2025. See [Appendix 3](#).

## Low-Income Usage Reduction Program (LIURP)

LIURP is a statewide, public utility-sponsored, residential usage-reduction program mandated by the PUC.<sup>29</sup> The primary goal of LIURP is to assist low-income residential customers to reduce energy bills through usage reduction (energy conservation) and, as a result, to make bills more affordable.

LIURP is targeted toward customers with annual incomes at or below 150% of FPIG. However, EDCs and NGDCs are permitted to spend up to 20% of their annual LIURP budgets on customers with incomes between 151% and 200% of FPIG.<sup>30</sup> LIURP places priority on the highest energy users who offer the greatest opportunities for energy savings and bill reductions. When feasible, the program also targets customers with public utility debt relative to their income. The program is available to both homeowners and renters. LIURP services all housing types, including single family homes, mobile homes, and multi-family residences.

LIURP funds are often included in public utility rates as part of the distribution cost passed on to all residential customers or as part of a separate Universal Service rider, which the public utility is able to recover. Public utilities are required to develop a LIURP funding level based upon a needs assessment, which, in turn, is based on census and public utility data. LIURP funding levels, which can also be modified in rate case proceedings, are reviewed as part of the public utility’s most recently filed universal service and energy conservation plans (USECP). The public utilities currently file USECPs approximately every five years,<sup>31</sup> which are subject to PUC approval.

While the PUC has regulatory oversight responsibilities for LIURP, the public utilities administer the program and hire non-profit and/or for-profit contractors to install program measures in homes. The various program measures are agreed to in contracts between the contractors and the public utilities.

Program measures are considered appropriate for a household if the projected energy savings from the installation of those measures exceed their costs. Examples of program measures include: air infiltration sealing using the blower door air sealing techniques, all types of insulation (such as attic and sidewall), heating system treatments and replacements, air conditioner replacements or efficiency improvements, water-heating tank and pipe wraps, water heater replacements, faucet aerators, light-emitting diode (LED) lighting, refrigerator replacement, incidental repairs (not home rehabilitation), health and safety measures (such as smoke and carbon monoxide detectors), and energy conservation education.

The factors impacting LIURP energy savings include: the level of pre-weatherization usage, occupant energy behavior, housing type and size, age of the dwelling, condition of the dwelling, contractor capabilities, the energy efficiency measures installed, and end-use systems such as heating, cooling and water heating.

---

<sup>28</sup> The [Pennsylvania state minimum wage of \\$7.25 per hour](#) was enacted on July 24, 2009.

<sup>29</sup> [52 Pa. Code, Chapter 58](#).

<sup>30</sup> [52 Pa. Code § 58.10\(c\)](#).

<sup>31</sup> On Oct. 3, 2019, at Docket No. [M-2019-3012601](#), the PUC approved a pilot USECP filing schedule that supersedes the existing filing schedule and extends the duration of USECPs from three (3) years to five (5) years.

LIURP benefits include: energy savings, bill reduction, improved health, safety and comfort levels, arrearage reduction, reduced collection activity, improved bill payment behavior, reduced use of supplemental fuels and secondary heating devices, reduction of CAP shortfall, and better utilization of CAP credits.

The USRR provisions require EDCs and NGDCs to report various LIURP data, including: annual program costs for the reporting year, participation levels for the reporting year, projected annual spending for the current year, projected annual participation levels for the current year, and average job costs.

This report includes aggregate data on completed LIURP jobs provided by EDCs and NGDCs.

### LIURP Spending

EDCs and NGDCs that are unable to spend projected LIURP funds during one program year may carry over the unspent funds to the next year. Projected LIURP Spending numbers noted below are reported to the PUC annually, but are estimates based on LIURP budgets approved in USECPs, or modified in base rate proceedings.

#### LIURP Spending – Electric – 2024

Utility	2024 Projected Spending*	2024 Actual Spending	2025 Projected Spending*
Duquesne	\$3,768,489	\$3,734,244	\$3,787,745
Met Ed	\$11,570,726	\$7,367,337	\$15,213,427
PECO-Electric	\$6,610,886	\$6,611,804	\$7,603,738
Penelec	\$8,746,716	\$8,008,888	\$9,083,508
Penn Power	\$5,043,831	\$2,924,209	\$5,655,382
PPL	\$12,000,000	\$12,021,448	\$12,000,000
West Penn	\$11,151,400	\$10,021,943	\$12,932,885
<b>Total/Industry Average</b>	<b>\$58,892,048</b>	<b>\$50,689,873</b>	<b>\$66,276,685</b>

\*May include carryover of unspent funds from previous program year, special provisions and settlements from rate cases.

#### LIURP Spending – Natural Gas – 2024

Utility	2024 Projected Spending*	2024 Actual Spending	2025 Projected Spending*
Columbia	\$6,015,659	\$5,509,198	\$6,400,134
NFG	\$3,681,497	\$1,447,703	\$3,702,158
PECO-Gas	\$3,150,000	\$3,149,997	\$3,650,003
Peoples	\$2,629,185	\$2,250,205	\$4,184,363
PGW	\$8,082,869	\$8,076,730	\$7,994,957
UGI Gas	\$4,214,350	\$4,058,055	\$4,214,350
<b>Total/Industry Average</b>	<b>\$27,773,560</b>	<b>\$24,491,888</b>	<b>\$30,145,965</b>

\*May include carryover of unspent funds from previous program year, special provisions and settlements from rate cases.

## LIURP Production

**LIURP Production (jobs completed)** levels are influenced by many factors including the size of the public utility’s LIURP program budget, housing-stock characteristics such as the type, size and condition, contractor capability, contractor capacity, and to a lesser extent, customer behavior and issues obtaining landlord permission for customers who rent.

All LIURP natural gas jobs are classified as heating. For electric jobs, the determination of the job type depends on whether the customer heats primarily with electricity. If most of the dollars spent on the completed job are on heating-related program measures, then the job is classified as a heating job. If the customer does not heat with electricity but uses electricity for water heating, and most of the dollars spent on the completed job are on water-heating program measures, then the job is classified as a water-heating job. If the customer does not use electricity for either heating or water heating, the completed job is automatically classified as a baseload job.

### LIURP Production – Electric – 2022-2024

Utility	2023 Actual Production			2024 Actual Production			2025 Projected Production		
	Heating Jobs	Water Heating Jobs	Baseload Jobs	Heating Jobs	Water Heating Jobs	Baseload Jobs	Heating Jobs	Water Heating Jobs	Baseload Jobs
Duquesne	300	14	3,292	171	18	2,967	310	5	2785
Met Ed	333	375	319	419	485	343	506	585	414
PECO-Electric	317	0	3,259	285	0	3,005	420	0	4330
Penelec	273	1,019	624	245	912	548	249	928	558
Penn Power	111	146	227	155	188	167	182	221	196
PPL	2,156	619	1,405	1,705	587	1,465	1,895	510	1,295
West Penn	292	493	262	372	623	306	372	623	306
<b>Total/Industry Average</b>	<b>3,782</b>	<b>2,666</b>	<b>9,388</b>	<b>3,352</b>	<b>2,813</b>	<b>8,801</b>	<b>3,934</b>	<b>2,872</b>	<b>9,884</b>

### LIURP Production – Natural Gas – 2022-2024

Utility	2023 Actual Production Heating Jobs	2024 Actual Production Heating Jobs	2025 Projected Production Heating Jobs
Columbia	372	319	371
NFG	78	101	321
PECO-Gas	332	360	602
Peoples	290	166	295
PGW	1,496	1,623	1,887
UGI Gas	539	518	500
<b>Total/Industry Average</b>	<b>3,107</b>	<b>3,087</b>	<b>3,976</b>

**Section summary:** For the 2024 program year, the electric utilities spent 86.1% overall of the projected LIURP budgets, while the natural gas utilities spent 88.2%. Compared to 2023 production, the electric utilities completed 11.4% fewer heating jobs, 5.5% more water-heating jobs and 6.3% less baseload jobs in 2024. Compared to 2023 production, the natural gas utilities completed 28.0% more heating jobs in 2024.

## LIURP Average Job Costs

Customer usage profiles are typically highest for heating jobs followed by water-heating jobs and baseload jobs. **LIURP Average Job Costs** are based on the total number of completed jobs in the job-type category and the total costs associated with those jobs. Specifically, the average job cost is calculated by dividing the total dollars spent on a type of job by the number of jobs completed in the category. Many different factors can affect the average job costs, so it is not necessarily appropriate to compare one utility to another or to try to determine an industry average.

### LIURP Average Heating Job Costs – Electric – 2022-2024

Utility	2022 Heating Jobs	2023 Heating Jobs	2024 Heating Jobs
Duquesne*	\$2,885	\$4,058	\$7,790
Met Ed	\$6,771	\$6,401	\$6,294
PECO-Electric	\$9,659	\$10,238	\$13,449
Penelec	\$4,619	\$5,607	\$5,434
Penn Power	\$7,672	\$8,620	\$6,332
PPL	\$5,101	\$4,472	\$4,815
West Penn	\$9,329	\$8,578	\$9,812

\*Duquesne notes that heating jobs may include jobs completed for electric customers and/or multi-family building owners.

### LIURP Average Water-Heating Job Costs – Electric – 2022-2024

Utility	2022 Water-Heating Jobs	2023 Water-Heating Jobs	2024 Water-Heating Jobs
Duquesne	\$4,188	\$1,379	\$12,428
Met Ed	\$4,206	\$3,866	\$3,964
PECO-Electric	\$0	\$0	\$0
Penelec	\$2,911	\$3,611	\$3,669
Penn Power	\$3,307	\$3,748	\$4,718
PPL	\$2,890	\$2,431	\$2,864
West Penn	\$5,806	\$6,234	\$5,824

### LIURP Average Baseload Job Costs – Electric – 2022-2024

Utility	2022 Baseload Jobs	2023 Baseload Jobs	2024 Baseload Jobs
Duquesne*	\$825	\$815	\$734
Met Ed	\$4,015	\$3,917	\$3,606
PECO-Electric	\$818	\$431	\$226
Penelec	\$2,241	\$2,521	\$2,808
Penn Power	\$2,797	\$3,237	\$3,065
PPL	\$1,078	\$1,134	\$1,073
West Penn	\$3,948	\$4,701	\$4,888

*LIURP Average Job Cost – Natural Gas – 2022-2024*

Utility	2022 Heating Jobs	2023 Heating Jobs	2024 Heating Jobs
Columbia	\$13,030	\$14,236	\$15,568
NFG	\$5,409	\$6,984	\$7,384
PECO-Gas	\$6,374	\$7,861	\$5,601
Peoples	\$10,802	\$11,289	\$12,846
PGW	\$3,208	\$3,898	\$3,093
UGI Gas	\$6,836	\$7,143	\$7,548

**LIURP Energy Savings and Bill Reduction**

**LIURP Energy Savings** are determined by calculating the difference in a customer’s usage during the 12 months following the installation of the LIURP program measures (post period), from the usage during the 12 preceding months (pre-period). The energy savings reported are based on weather-normalized data and represent an average of the public utility results for each job category. LIURP reporting results for the program year always trail two years behind the USRR reporting year due to the process of evaluating post-installation usage for 12 months, with analysis performed in the following year.

The estimated **Annual Bill Reduction** is calculated by multiplying the average number of kWhs or Mcfs saved during the post-treatment period by the average price per kWh or Mcf during that period. EDCs and NGDCs voluntarily report pricing information annually. The 2021-2023 program year (PY) estimated annual bill reductions presented below are based on the average of the public utility results from each category of LIURP jobs completed in the program year, evaluated in the following year (post period) and reported in the year after that. Example: PY2023 program year was evaluated in the 2024 calendar year (post period) and reported to the PUC in April of 2025.

A number of factors can affect energy savings and annual bill reduction estimates: unusually warm or cold weather during the LIURP program year (during the pre or post-period), condition of the housing stock, customer behavior and differences from year-to-year in the public utilities’ contractor performance and utility rates.

*LIURP Estimated Energy Savings and Annual Bill Reduction – Program Years PY2021-PY2023*

Utility	PY2021		PY2022		PY2023	
	Energy Savings	Annual Bill Reduction	Energy Savings	Annual Bill Reduction	Energy Savings	Annual Bill Reduction
Electric Heating	10.1%	\$194.34	9.4%	\$293.18	9.2%	\$326.26
Electric Water Heating	6.2%	\$117.77	5.4%	\$139.42	8.7%	\$237.20
Electric Baseload	5.3%	\$94.90	4.2%	\$100.52	6.0%	\$137.57
Gas Heating	13.0%	\$246.68	14.9%	\$359.82	13.8%	\$341.43

**Section summary:** Duquesne, PECO, Penelec, and West Penn reported increased costs for LIURP heating jobs from 2022 to 2024, while Met Ed, Penn Power, and PPL reported decreases. Met Ed and PPL were the only electric utilities to report decreases in water-heating job costs from 2022 to 2024, while Duquesne, Met Ed, PECO, and PPL are the only electric utilities to report decreases in baseload job costs. PECO and PGW were the only gas utilities to report decreases in costs for heating jobs from 2022 to 2024. The estimated energy savings for all job types except electric heating increased from 2022 to 2024 while the estimated annual bill reductions increased for all job types.

## Customer Assistance Programs (CAPs)

The PUC monitors implementation of universal service programs by EDCs serving more than 60,000 customers and NGDCs serving more than 100,000 customers. Each qualifying EDC and NGDC submits a USECP for PUC approval and a third-party evaluation of its universal service programs. USECPs and Evaluations are posted on the PUC's website ([Appendix 4](#) contains viewing instructions).

## Monthly Average CAP Participation Rate

The USRR requires EDCs and NGDCs to report the number of customers enrolled in CAP. The PUC expects EDCs and NGDCs to maintain open enrollment throughout the calendar year to meet the need in each public utility's service territory. The **Monthly Average CAP Participation Rate** reflects the monthly average number of customers enrolled in a public utility's CAP divided by the number of confirmed low-income customers. As CAP enrollments may fluctuate during heating and non-heating months, the average number of CAP customers can provide a more accurate representation of customers who participated in CAP during a calendar year.

### Monthly Average CAP Participation – Electric – 2022-2024

Utility	2022		2023		2024	
	Average Monthly CAP Enrollment	CAP Participation Rate	Average Monthly CAP Enrollment	CAP Participation Rate	Average Monthly CAP Enrollment	CAP Participation Rate
Duquesne	37,277	72.9%	37,850	71.2%	38,336	71.3%
Met Ed	22,111	38.0%	21,987	36.0%	18,163	29.0%
PECO-Electric	119,149	82.1%	126,647	82.9%	120,273	84.4%
Penelec	29,576	40.6%	29,614	39.0%	24,354	31.5%
Penn Power	6,514	39.9%	6,702	40.0%	5,321	31.3%
PPL	67,491	33.9%	71,302	34.7%	74,564	35.4%
West Penn	25,700	40.7%	25,745	38.3%	20,707	29.9%
<b>Total/Industry Average</b>	<b>307,818</b>	<b>50.8%</b>	<b>319,847</b>	<b>50.6%</b>	<b>301,718</b>	<b>47.7%</b>

### Monthly Average CAP Participation – Natural Gas – 2022-2024

Utility	2022		2023		2024	
	Average Monthly CAP Enrollment	CAP Participation Rate	Average Monthly CAP Enrollment	CAP Participation Rate	Average Monthly CAP Enrollment	CAP Participation Rate
Columbia	24,917	35.6%	23,875	33.1%	21,391	30.2%
NFG	6,818	29.1%	7,248	30.3%	5,966	25.2%
PECO-Gas	21,807	75.3%	23,539	75.9%	22,892	81.2%
Peoples	29,760	27.5%	27,236	24.1%	25,738	22.9%
PGW	51,883	45.1%	53,434	41.5%	59,670	45.1%
UGI Gas	19,976	23.5%	22,382	24.9%	24,270	27.3%
<b>Total/Industry Average</b>	<b>155,162</b>	<b>36.0%</b>	<b>157,714</b>	<b>34.4%</b>	<b>159,927</b>	<b>35.0%</b>

**Section summary:** The 2024 electric industry total average monthly CAP enrollment decreased by 2.0% from 2022 to 2024, and the CAP participation rate decreased from 50.8% to 47.7%. The 2024 gas industry total average

monthly CAP enrollment increased by 3.1% from 2022 to 2024, while the CAP participation rate decreased from 36.0% to 35.0%.

### Monthly Average CAP Participation by Poverty Level

The **Monthly Average CAP Participation by Poverty Level** reflects the FPIG level (*i.e.*, 0-50%, 51-100%, 101-150%) for CAP customers, based on their household income. Each monthly average CAP participation FPIG level is divided by the monthly average CAP participation rate.

#### Monthly Average CAP Participation by Poverty Level – Electric – 2022-2024

Utility	2022			2023			2024		
	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG
Duquesne	9,583	17,393	10,301	10,492	17,334	10,024	10,531	16,868	10,938
Met Ed	7,898	8,460	5,753	8,131	8,155	5,700	5,910	6,980	5,273
PECO-Electric	33,478	54,015	31,656	37,987	54,930	33,729	37,409	51,598	31,266
Penelec	8,436	12,964	8,176	8,825	12,689	8,100	6,246	10,755	7,354
Penn Power	1,989	2,752	1,773	2,071	2,777	1,854	1,366	2,313	1,642
PPL	15,386	28,988	23,117	16,535	31,093	23,674	17,582	31,834	25,148
West Penn	8,080	10,696	6,925	8,445	10,567	6,733	5,920	8,774	6,014
<b>Total/Industry Average</b>	<b>84,849</b>	<b>135,268</b>	<b>87,700</b>	<b>92,486</b>	<b>137,545</b>	<b>89,816</b>	<b>84,964</b>	<b>129,122</b>	<b>87,635</b>

#### Monthly Average CAP Participation by Poverty Level – Natural Gas – 2022-2024

Utility	2022			2023			2024		
	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG
Columbia	7,564	10,420	6,934	7,544	10,128	6,204	6,502	8,756	6,133
NFG	858	3,393	2,568	1,421	3,358	2,468	1,354	2,815	1,797
PECO-Gas	6,503	8,525	6,779	7,414	8,869	7,256	7,613	8,514	6,766
Peoples	9,549	11,995	8,217	8,877	10,675	7,684	8,863	9,800	7,075
PGW	12,926	26,871	12,086	13,875	27,600	11,960	16,500	29,808	13,362
UGI Gas	5,403	8,318	6,255	6,591	9,633	6,158	6,998	10,254	7,019
<b>Total/Industry Average</b>	<b>42,802</b>	<b>69,522</b>	<b>42,837</b>	<b>45,723</b>	<b>70,262</b>	<b>41,730</b>	<b>47,830</b>	<b>69,947</b>	<b>42,152</b>

**Monthly Average Percent of CAP Participation by Poverty Level – Electric – 2022-2024**

Utility	2022			2023			2024		
	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG
Duquesne	25.7%	46.7%	27.6%	27.7%	45.8%	26.5%	27.5%	44.0%	28.5%
Met Ed	35.7%	38.3%	26.0%	37.0%	37.1%	25.9%	32.5%	38.4%	29.0%
PECO-Electric	28.1%	45.3%	26.6%	30.0%	43.4%	26.6%	31.1%	42.9%	26.0%
Penelec	28.5%	43.8%	27.6%	29.8%	42.8%	27.4%	25.6%	44.2%	30.2%
Penn Power	30.5%	42.2%	27.2%	30.9%	41.4%	27.7%	25.7%	43.5%	30.9%
PPL	22.8%	43.0%	34.3%	23.2%	43.6%	33.2%	23.6%	42.7%	33.7%
West Penn	31.4%	41.6%	26.9%	32.8%	41.0%	26.2%	28.6%	42.4%	29.0%
<b>Total/Industry Average</b>	<b>27.6%</b>	<b>43.9%</b>	<b>28.5%</b>	<b>28.9%</b>	<b>43.0%</b>	<b>28.1%</b>	<b>28.2%</b>	<b>42.8%</b>	<b>29.0%</b>

**Monthly Average Percent of CAP Participation by Poverty Level – Natural Gas – 2022-2024**

Utility	2022			2023			2024		
	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG
Columbia	30.4%	41.8%	27.8%	31.6%	42.4%	26.0%	30.4%	40.9%	28.7%
NFG	12.6%	49.8%	37.7%	19.6%	46.3%	34.1%	22.7%	47.2%	30.1%
PECO-Gas	29.8%	39.1%	31.1%	31.5%	37.7%	30.8%	33.3%	37.2%	29.6%
Peoples	32.1%	40.3%	27.6%	32.6%	39.2%	28.2%	34.4%	38.1%	27.5%
PGW	24.9%	51.8%	23.3%	26.0%	51.7%	22.4%	27.7%	50.0%	22.4%
UGI Gas	27.0%	41.6%	31.3%	29.4%	43.0%	27.5%	28.8%	42.2%	28.9%
<b>Total/Industry Average</b>	<b>27.6%</b>	<b>44.8%</b>	<b>27.6%</b>	<b>29.0%</b>	<b>44.5%</b>	<b>26.5%</b>	<b>29.9%</b>	<b>43.7%</b>	<b>26.4%</b>

**Section summary:** When reviewing the three FPIG segments of electric CAP customers by poverty level, the 2024 CAP customers in the 0%-50% FPIG segment showed an overall increase of 0.1% or 115 more CAP customers than 2022. The 51%-100% FPIG segment is the largest and comprises 42.8% of the total electric CAP customers with 129,122. This FPIG income segment has decreased by 4.5% from 2022 to 2024. The 101%-150% FPIG segment for electric CAP customers showed a decrease of 1.0% from 2022 to 2024.

When reviewing the three FPIG segments of gas CAP customers by poverty level, the 2024 CAP customers in the 0%-50% FPIG segment showed a 11.7%, or 5,028 more CAP customers than 2022. The 51%-100% FPIG segment showed an increase of 0.6%, up to 69,947 CAP customers in 2024, but it is still the largest segment and comprises 43.7% of the total gas CAP customers. The 101%-150% FPIG segment showed an overall decrease of 1.6%, down by 685 CAP customers since 2022.

## CAP Default Rate

The **CAP Default Rate** is calculated by dividing the average monthly CAP participation at each poverty level, by the total annual number of defaults for each poverty level. CAP customers are considered non-compliant (in default) when they fail to meet program requirements. Actions resulting in CAP defaults include missing payments, making late payments, or failing to recertify. CAP customers who voluntarily leave the program are not counted in the default rate. EDCs and NGDCs may track CAP default occurrences differently. Therefore, the default rates in the tables below are not statistically valid for comparison purposes.

### Annual CAP Default Rate by Poverty Level – Electric – 2022-2024

Utility	2022			2023			2024		
	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG
Duquesne	44.3%	11.7%	36.9%	35.8%	28.5%	31.5%	50.2%	23.0%	24.0%
Met Ed	14.6%	13.7%	15.3%	15.2%	11.0%	12.1%	87.6%	43.8%	43.5%
PECO-Electric	18.9%	14.7%	19.8%	23.0%	19.2%	27.0%	5.6%	4.9%	8.1%
Penelec	14.2%	11.1%	12.3%	14.3%	10.5%	10.4%	88.5%	41.3%	38.8%
Penn Power	5.8%	4.6%	6.8%	31.6%	19.8%	17.9%	109.3%	44.7%	41.5%
PPL	17.3%	18.5%	22.3%	11.7%	13.2%	17.3%	21.8%	25.2%	32.9%
West Penn	13.4%	11.0%	12.7%	14.9%	10.3%	10.7%	95.0%	44.6%	43.7%
<b>Total/Industry Average</b>	<b>19.8%</b>	<b>14.2%</b>	<b>20.7%</b>	<b>20.4%</b>	<b>17.1%</b>	<b>21.1%</b>	<b>34.2%</b>	<b>20.8%</b>	<b>25.0%</b>

### Annual CAP Default Rate by Poverty Level – Natural Gas – 2022-2024

Utility	2022			2023			2024		
	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG	0%-50% FPIG	51%-100% FPIG	101%-150% FPIG
Columbia	13.6%	11.5%	12.7%	17.9%	15.0%	17.3%	24.4%	16.0%	18.3%
NFG	10.0%	10.1%	10.1%	15.7%	15.7%	15.7%	48.6%	48.6%	48.6%
PECO-Gas	16.2%	13.8%	19.0%	17.0%	16.7%	25.3%	3.9%	3.6%	7.2%
Peoples	27.6%	24.1%	24.4%	40.6%	35.2%	36.6%	13.7%	13.9%	13.4%
PGW	33.7%	22.6%	14.8%	27.1%	12.7%	15.7%	6.6%	4.5%	7.0%
UGI Gas	55.2%	47.1%	37.4%	40.6%	31.9%	36.1%	51.2%	39.1%	48.5%
<b>Total/Industry Average</b>	<b>28.4%</b>	<b>22.4%</b>	<b>20.0%</b>	<b>28.1%</b>	<b>19.7%</b>	<b>24.5%</b>	<b>17.6%</b>	<b>14.0%</b>	<b>18.4%</b>

**Section summary:** All three poverty level segments of electric industry CAP customers showed increases in the default rate from 2022 to 2024. The 0%-50% FPIG segment showed the largest increase from 19.8% to 34.2%, the 51%-100% FPIG segment increased from 14.2% to 20.8%, and the 101%-150% FPIG segment increased from 20.7% to 25.0%. All three segments of gas industry CAP customers showed decreases in the default rate from 2022 to 2024. The 0%-50% FPIG segment showed the largest decreased from 28.4% to 17.6%, the 51%-100% FPIG segment decreased from 22.4% to 14.0%, and the 101%-150% FPIG segment showed decreased from 20.0% to 18.4%.

## CAP Benefits – Bills & Credits

The USRR requires EDCs and NGDCs to report data on CAP benefits. EDCs and NGDCs report by month the number of participants enrolled in CAP. The PUC has identified the three components of CAP benefits as the average CAP bill, average CAP credits and average arrearage forgiveness. Because CAP enrollment fluctuates during the year, the PUC bases average CAP credits and arrearage forgiveness benefits on the average monthly number of CAP participants rather than the snapshot number of CAP participants enrolled at the end of the year.

The average **CAP Bill** is the total billed (total of the expected monthly CAP payments) divided by the total number of CAP bills rendered. The average **CAP Credit** is the difference between the usage-based bill and the CAP bill (shortfall), divided by the average number of monthly CAP participants. The tables show average monthly CAP bills and CAP benefits.

Average CAP bills and CAP credits fluctuate due to several factors, including varying CAP payment plans based on FPIG income levels, type of usage (heating or non-heating), condition of housing stock, and changes in usage related to customer behavior.

### *Average Monthly CAP Bill – Electric – 2022-2024*

Utility	2022	2023	2024
Duquesne	\$55	\$53	\$55
Met Ed	\$81	\$98	\$105
PECO-Electric	\$71	\$54	\$53
Penelec	\$66	\$84	\$84
Penn Power	\$72	\$85	\$81
PPL	\$90	\$100	\$93
West Penn	\$66	\$85	\$82
<b>Total/Industry Average</b>	<b>\$73</b>	<b>\$73</b>	<b>\$71</b>

### *Average Monthly CAP Bill – Natural Gas – 2022-2024*

Utility	2022	2023	2024
Columbia	\$57	\$62	\$60
NFG	\$64	\$59	\$65
PECO-Gas	\$65	\$45	\$84
Peoples	\$74	\$57	\$54
PGW	\$61	\$64	\$63
UGI Gas	\$68	\$69	\$68
<b>Total/Industry Average</b>	<b>\$65</b>	<b>\$60</b>	<b>\$65</b>

*Average Annual CAP Credits – Electric – 2022-2024*

Utility	2022	2023	2024
Duquesne	\$861	\$965	\$979
Met Ed	\$1,016	\$1,175	\$1,242
PECO-Electric	\$722	\$1,111	\$1,168
Penelec	\$888	\$1,029	\$1,052
Penn Power	\$999	\$1,080	\$1,076
PPL	\$1,237	\$1,483	\$1,249
West Penn	\$852	\$1,022	\$1,044
<b>Total/Industry Average</b>	<b>\$906</b>	<b>\$1,166</b>	<b>\$1,149</b>

*Average Annual CAP Credits – Natural Gas – 2022-2024*

Utility	2022	2023	2024
Columbia	\$1,157	\$1,099	\$985
NFG	\$282	\$291	\$54*
PECO-Gas	\$242	\$464	\$386
Peoples	\$553	\$613	\$381
PGW	\$1,189	\$925	\$739
UGI Gas	\$530	\$721	\$471
<b>Total/Industry Average</b>	<b>\$804</b>	<b>\$771</b>	<b>\$598</b>

\*NFG had a programming change in April 2024 that impacted the annual CAP Credit amount.

## CAP Benefits – Arrearage Forgiveness

Amounts of pre-program arrearage forgiveness can differ depending on the length of time over which forgiveness occurs, the length of time a customer is enrolled in CAP and the amount of customer arrearages deferred at CAP enrollment. The average **Arrearage Forgiveness** is the total pre-program arrearages forgiven as a result of customers making agreed upon CAP payments divided by the average number of monthly CAP participants. The tables show average monthly CAP bills and CAP benefits.

### *Average Annual Arrearage Forgiveness – Electric – 2022-2024*

Utility	2022	2023	2024
Duquesne	\$195	\$141	\$101
Met Ed	\$115	\$103	\$110
PECO-Electric	\$78	\$96	\$44
Penelec	\$88	\$78	\$79
Penn Power	\$98	\$90	\$91
PPL	\$371	\$261	\$369
West Penn	\$115	\$103	\$96
<b>Total/Industry Average</b>	<b>\$164</b>	<b>\$137</b>	<b>\$143</b>

### *Average Annual Arrearage Forgiveness – Natural Gas – 2022-2024*

Utility	2022	2023	2024
Columbia	\$150	\$19	\$105
NFG	\$40	\$60	\$182*
PECO-Gas	\$24	\$29	\$19
Peoples	\$129	\$154	\$174
PGW	\$220	\$174	\$170
UGI Gas	\$125	\$138	\$155
<b>Total/Industry Average</b>	<b>\$143</b>	<b>\$115</b>	<b>\$139</b>

\*NFG had a programming change in April 2024 that impacted the annual arrearage forgiveness amount.

**Section summary:** The three components of CAP benefits are the average CAP bill, average CAP credits and average arrearage forgiveness. While reviewing the electric utilities' CAP benefits, the average electric CAP bill shows a decrease of 2.7% from 2022 to 2024, and is down to \$71. The electric average CAP credits showed an increase of 26.8% from 2022 to 2024 and are up to \$1,149. The electric CAP average annual arrearage forgiveness decreased by 12.8% from 2022 to 2024, and is down to \$143.

While reviewing the gas utilities' CAP benefits, the average gas CAP bill remained the same from 2022 to 2024 at \$65. The gas average CAP credits decreased by 25.6% from 2022 to 2024 and is down to \$598. The gas CAP average annual arrearage forgiveness decreased by 2.8% from 2022 to 2024 and is down to \$139.

## Total CAP Dollars Billed vs. Total CAP Dollars Paid

The total CAP billed amount in dollars is the annual total of all the expected monthly CAP payments due to the utility. This data point only includes the CAP amount that the CAP customer is billed rather than the tariffed rate and excludes CAP credits. The total CAP dollars paid reflects the total cash payments made to the CAP customer's account but **should not** include any energy assistance grants (e.g., LIHEAP, Hardship Fund, etc.). The **Total CAP Dollars Billed vs. Total CAP Dollars Paid** are reported by the utilities annually. The higher the amounts of CAP dollars paid by the customer, the less the public utility may have to recover in uncollectables. Note: Some utilities that have provisions in their USECPs that allow for billing CAP customers at the full tariff rate when they exceed their CAP credit limits may not have counted the full tariff bills in the CAP Dollars Billed data point. While technically still an active CAP customer, the corresponding payments associated with these full tariff bills may have been included in the reporting for the Total CAP Dollars Paid data point, causing an inflated dollar amount and percentage of CAP bills paid metric.

### Total CAP Dollars Billed vs. Total CAP Dollars Paid – Electric – 2022-2024

Utility	2022		2023		2024	
	Billed	Paid	Billed	Paid	Billed	Paid
Duquesne	\$22,901,964	\$22,496,848	\$24,296,639	\$23,252,898	\$25,197,663	\$26,141,192
Met Ed	\$21,038,533	\$16,607,416	\$25,170,691	\$19,685,098	\$22,269,735	\$18,466,307
PECO-Electric	\$101,903,991	\$88,656,472	\$81,552,561	\$70,950,728	\$77,513,426	\$72,128,013
Penelec	\$23,093,805	\$18,352,515	\$29,292,568	\$22,338,346	\$24,105,609	\$20,250,328
Penn Power	\$5,099,490	\$4,243,950	\$6,219,520	\$5,331,062	\$4,656,799	\$4,439,460
PPL	\$72,634,952	\$67,645,147	\$85,743,139	\$73,360,781	\$82,928,937	\$60,636,435
West Penn	\$19,147,391	\$15,305,789	\$25,120,635	\$19,708,979	\$19,500,345	\$17,053,323
<b>Total/Industry Average</b>	<b>\$265,820,126</b>	<b>\$233,308,137</b>	<b>\$277,395,753</b>	<b>\$234,627,892</b>	<b>\$256,172,514</b>	<b>\$219,115,058</b>

### Total CAP Dollars Billed vs. Total CAP Dollars Paid – Natural Gas – 2022-2024

Utility	2022		2023		2024	
	Billed	Paid	Billed	Paid	Billed	Paid
Columbia	\$17,078,681	\$10,716,318	\$18,529,098	\$12,635,348	\$15,286,696	\$11,601,731
NFG	\$5,588,737	\$2,206,692	\$5,255,003	\$2,851,593	\$4,757,278	\$1,954,390
PECO-Gas	\$16,789,572	\$14,606,928	\$12,758,938	\$11,100,276	\$22,648,471	\$19,830,501
Peoples	\$28,084,325	\$21,260,331	\$19,680,113	\$15,576,922	\$17,727,457	\$14,529,472
PGW	\$37,986,027	\$20,162,096	\$41,279,590	\$22,034,481	\$44,732,333	\$29,290,677
UGI Gas	\$16,413,510	\$15,320,826	\$18,578,233	\$14,062,031	\$19,678,502	\$16,735,912
<b>Total/Industry Average</b>	<b>\$121,940,852</b>	<b>\$84,273,191</b>	<b>\$116,080,975</b>	<b>\$78,260,651</b>	<b>\$124,830,737</b>	<b>\$93,942,683</b>

## Percent of Total CAP Dollars Paid

The **Percent of CAP Dollars Paid** by CAP customers is calculated by dividing the annual Total CAP Dollars Paid by the annual Total CAP Dollars Billed. The higher the percent and amount of CAP dollars paid by the customer, the less the public utility may have to recover in uncollectables. CAP customer payments for this metric **should not** include energy assistance grants (e.g., LIHEAP, Hardship Fund, etc.).

### *Percent of CAP Dollars Paid by CAP Customers – Electric – 2022-2024*

Utility	2022	2023	2024
Duquesne	98.2%	95.7%	103.7%
Met Ed	78.9%	78.2%	82.9%
PECO-Electric	87.0%	87.0%	93.1%
Penelec	79.5%	76.3%	84.0%
Penn Power	83.2%	85.7%	95.3%
PPL	93.1%	85.6%	73.1%
West Penn	79.9%	78.5%	87.5%
<b>Total/Industry Average</b>	<b>87.8%</b>	<b>84.6%</b>	<b>85.5%</b>

### *Percent of CAP Dollars Paid by CAP Customers – Natural Gas – 2022-2024*

Utility	2022	2023	2024
Columbia	62.7%	68.2%	75.9%
NFG	39.5%	54.3%	41.1%
PECO-Gas	87.0%	87.0%	87.6%
Peoples	75.7%	79.2%	82.0%
PGW	53.1%	53.4%	65.5%
UGI Gas	93.3%	75.7%	85.0%
<b>Total/Industry Average</b>	<b>69.1%</b>	<b>67.4%</b>	<b>75.3%</b>

## CAP Payment Rates

CAP payments are reported by the utilities in two different categories: the number of payments made “on-time” and the number of payments made “in full.”

The “on-time” category counts CAP payments made in full by the due date. The **CAP Payment Rate (on-time)** is calculated by dividing the total number of full monthly CAP payments made on-time by the total number of monthly CAP bills rendered. The CAP bills rendered is an annual total based on monthly program totals.

The “in full” category counts the total full CAP payments, including those made before and after the original due date but before the company issues the *next bill* (i.e., late). The **CAP Payment Rate (in full)** is calculated by dividing the total number of full monthly CAP payments made by the total number of monthly CAP bills rendered. On-time payment is not a criterion for these payments.

The CAP payment rates and **Total CAP Bills Rendered** reflect overall program totals and are not household averages or broken out by poverty level. The CAP payment rates provide two distinct metrics for determining CAP customer payment patterns. The difference between “on-time” and “in full” is not as critical as when these metrics were originally established because all utilities now apply arrearage forgiveness to any full CAP payment amount covered, regardless of the timeliness of the payment.

### *Total CAP Bills Rendered to CAP Customers – Electric – 2022-2024*

Utility	2022	2023	2024
Duquesne	448,004	455,249	461,834
Met Ed	260,180	256,372	212,746
PECO-Electric	1,427,478	1,508,412	1,472,580
Penelec	348,182	346,878	287,301
Penn Power	71,107	73,187	57,493
PPL	809,896	855,620	894,769
West Penn	292,313	293,828	237,006
<b>Total/Industry Average</b>	<b>3,657,160</b>	<b>3,789,546</b>	<b>3,623,729</b>

### *Total CAP Bills Rendered to CAP Customers – Natural Gas – 2022-2024*

Utility	2022	2023	2024
Columbia	298,825	298,833	254,861
NFG	86,911	88,798	72,795
PECO-Gas	256,394	281,369	269,076
Peoples	380,267	346,417	327,740
PGW	624,731	644,690	714,416
UGI Gas	239,756	268,626	291,446
<b>Total/Industry Average</b>	<b>1,886,884</b>	<b>1,928,733</b>	<b>1,930,334</b>

*Total On Time and In Full CAP Payments for CAP Customers – Electric – 2022-2024*

Utility	2022		2023		2024	
	On Time	In Full	On Time	In Full	On Time	In Full
Duquesne	182,518	221,837	175,789	226,222	180,935	239,436
Met Ed	131,190	164,296	122,328	154,756	99,344	135,394
PECO-Electric	762,579	972,054	849,811	1,068,872	770,275	631,102
Penelec	204,232	241,785	193,251	232,042	159,193	191,150
Penn Power	44,932	53,015	44,290	52,697	35,095	41,861
PPL	364,127	374,297	379,563	379,563	475,914	503,275
West Penn	166,810	200,655	158,210	190,179	125,298	153,073
<b>Total/Industry Average</b>	<b>1,856,388</b>	<b>2,227,939</b>	<b>1,923,242</b>	<b>2,304,331</b>	<b>1,846,054</b>	<b>1,895,291</b>

*Total On Time and In Full CAP Payments for CAP Customers – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	On Time	In Full	On Time	In Full	On Time	In Full
Columbia	133,635	133,635	139,352	139,352	140,711	138,290
NFG	56,362	63,202	59,133	59,133	24,449	25,032
PECO-Gas	137,913	180,042	153,533	199,282	142,256	111,772
Peoples	186,463	212,536	180,328	203,450	168,194	181,044
PGW	399,762	399,762	387,911	387,911	390,505	390,495
UGI Gas	146,896	220,514	214,061	214,061	162,521	245,685
<b>Total/Industry Average</b>	<b>1,061,031</b>	<b>1,209,691</b>	<b>1,134,318</b>	<b>1,203,189</b>	<b>1,028,636</b>	<b>1,092,318</b>

*Total On Time and In Full CAP Payment Rates for CAP Customers – Electric – 2022-2024*

Utility	2022		2023		2024	
	On Time	In Full	On Time	In Full	On Time	In Full
Duquesne	40.7%	49.5%	38.6%	49.7%	39.2%	51.8%
Met Ed	50.4%	63.1%	47.7%	60.4%	46.7%	63.6%
PECO-Electric	53.4%	68.1%	56.3%	70.9%	52.3%	42.9%
Penelec	58.7%	69.4%	55.7%	66.9%	55.4%	66.5%
Penn Power	63.2%	74.6%	60.5%	72.0%	61.0%	72.8%
PPL	45.0%	46.2%	44.4%	44.4%	53.2%	56.2%
West Penn	57.1%	68.6%	53.8%	64.7%	52.9%	64.6%
<b>Total/Industry Average</b>	<b>50.8%</b>	<b>60.9%</b>	<b>50.8%</b>	<b>60.8%</b>	<b>50.9%</b>	<b>52.3%</b>

*Total On Time and In Full CAP Payment Rates for CAP Customers – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	On Time	In Full	On Time	In Full	On Time	In Full
Columbia	44.7%	44.7%	46.6%	46.6%	55.2%	54.3%
NFG	64.9%	72.7%	66.6%	66.6%	33.6%	34.4%
PECO-Gas	53.8%	70.2%	54.6%	70.8%	52.9%	41.5%
Peoples	49.0%	55.9%	52.1%	58.7%	51.3%	55.2%
PGW	64.0%	64.0%	60.2%	60.2%	54.7%	54.7%
UGI Gas	61.3%	92.0%	79.7%	79.7%	55.8%	84.3%
<b>Total/Industry Average</b>	<b>56.2%</b>	<b>64.1%</b>	<b>58.8%</b>	<b>62.4%</b>	<b>53.3%</b>	<b>56.6%</b>

**Section summary:** The total annual CAP dollars billed by the electric utilities decreased by 3.6% from 2022 to 2024, while the total annual CAP dollars paid by electric CAP customers decreased by 6.1%. From 2022 to 2024, the overall percentage of dollars paid by electric CAP customers decreased from 87.8% to 85.5%.

The number of CAP bills rendered by the electric utilities decreased by 0.9% from 2022 to 2024. The in full CAP payments decreased by 14.9% from 2022 to 2024, while the on time payments decreased by 0.6%. The overall electric in full CAP payment rate has decreased from 60.9% in 2022 to 52.3% in 2024, but the on time payment rate increased from 50.8% to 50.9%.

The total annual CAP dollars billed by the gas utilities increased by 2.4% from 2022 to 2024, while the total annual CAP dollars paid by gas CAP customers increased by 11.5%. From 2022 to 2024, the overall percentage of CAP dollars paid increased for the gas utilities, from 69.1% up to 75.3%.

The number of CAP bills rendered by the gas utilities increased by 2.3% from 2022 to 2024. The in full CAP payments decreased by 9.7%, while the on time payments decreased by 3.1%. The overall gas in full CAP payment rate has decreased from 64.1% in 2022 to 56.6% in 2024, while the on time payment rate decreased from 56.2% to 53.3%.

## CAP Costs and Spending

The USRR requires EDCs and NGDCs to report data on the three cost components of **CAP spending**: CAP administration, CAP credits, and arrearage forgiveness. Administrative costs include: contract and staffing, account monitoring, intake, outreach, consumer education and conservation training, recertification processing, computer programming, program evaluation, and other fixed overhead costs. Account monitoring costs include collection expenses, as well as other operation and maintenance expenses. The tables below contain the percentage of CAP spending by program component.

Component costs are gross costs and do not reflect any potential reductions in traditional collection expenses, cash-working-capital expenses and bad debt expenses that may result from enrolling low-income customers in CAP. [Appendices 5-7](#) show total universal service spending, universal service funding mechanisms and average annual CAP and universal service spending per ratepayer.

### Total CAP Spending by CAP Component – CAP Administrative Costs – Electric – 2022-2024

Utility	2022		2023		2024	
	Administrative Costs	Percent of Total Spending	Administrative Costs	Percent of Total Spending	Administrative Costs	Percent of Total Spending
Duquesne	\$1,831,519	4.4%	\$1,712,419	3.9%	\$1,768,115	4.1%
Met Ed	\$1,608,582	6.0%	\$1,479,454	5.0%	\$2,052,446	7.7%
PECO-Electric	\$2,903,138	3.0%	\$2,849,750	1.8%	\$2,608,432	1.8%
Penelec	\$1,987,290	6.4%	\$1,693,327	4.9%	\$2,328,991	7.8%
Penn Power	\$492,919	6.5%	\$467,076	5.6%	\$577,135	8.5%
PPL	\$3,702,668	3.3%	\$4,731,436	3.7%	\$5,851,341	4.6%
West Penn	\$1,672,737	6.3%	\$1,510,872	5.0%	\$2,129,995	8.3%
<b>Total/Industry Average</b>	<b>\$14,198,853</b>	<b>4.1%</b>	<b>\$14,444,334</b>	<b>3.3%</b>	<b>\$17,316,455</b>	<b>4.3%</b>

### Total CAP Spending by CAP Component – CAP Credits – Electric – 2022-2024

Utility	2022		2023		2024	
	CAP Credit Costs	Percent of Total Spending	CAP Credit Costs	Percent of Total Spending	CAP Credit Costs	Percent of Total Spending
Duquesne	\$32,099,612	77.9%	\$36,539,118	83.8%	\$37,515,843	87.0%
Met Ed	\$22,455,630	84.4%	\$25,838,432	87.3%	\$22,555,651	84.8%
PECO-Electric	\$86,031,718	87.6%	\$140,666,139	90.4%	\$140,447,515	94.6%
Penelec	\$26,275,990	85.1%	\$30,485,418	88.4%	\$25,615,200	85.8%
Penn Power	\$6,507,795	85.2%	\$7,241,920	87.1%	\$5,725,378	84.4%
PPL	\$83,472,178	74.4%	\$105,772,638	81.9%	\$93,156,915	73.6%
West Penn	\$21,888,097	82.6%	\$26,321,140	86.3%	\$21,614,201	84.0%
<b>Total/Industry Average</b>	<b>\$278,731,020</b>	<b>81.2%</b>	<b>\$372,864,805</b>	<b>86.5%</b>	<b>\$346,630,703</b>	<b>85.2%</b>

*Total CAP Spending by CAP Component – CAP Arrearage Forgiveness – Electric – 2022-2024*

Utility	2022		2023		2024	
	Arrearage Forgiveness Costs	Percent of Total Spending	Arrearage Forgiveness Costs	Percent of Total Spending	Arrearage Forgiveness Costs	Percent of Total Spending
Duquesne	\$7,257,819	17.6%	\$5,328,966	12.2%	\$3,856,740	8.9%
Met Ed	\$2,553,683	9.6%	\$2,274,509	7.7%	\$1,991,518	7.5%
PECO-Electric	\$9,314,007	9.5%	\$12,116,259	7.8%	\$5,332,954	3.6%
Penelec	\$2,598,243	8.4%	\$2,323,698	6.7%	\$1,923,325	6.4%
Penn Power	\$640,717	8.4%	\$601,789	7.2%	\$483,394	7.1%
PPL	\$25,033,037	22.3%	\$18,644,050	14.4%	\$27,511,596	21.7%
West Penn	\$2,947,123	11.1%	\$2,662,618	8.7%	\$1,989,088	7.7%
<b>Total/Industry Average</b>	<b>\$50,344,629</b>	<b>14.7%</b>	<b>\$43,951,889</b>	<b>10.2%</b>	<b>\$43,088,615</b>	<b>10.6%</b>

*Total CAP Spending by CAP Component – CAP Administrative Costs – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	Administrative Costs	Percent of Total Spending	Administrative Costs	Percent of Total Spending	Administrative Costs	Percent of Total Spending
Columbia	\$763,645	2.3%	\$668,617	2.4%	\$868,003	3.6%
NFG	\$212,583	8.8%	\$423,908	14.3%	\$392,438	21.8%
PECO-Gas	\$512,319	8.1%	\$463,913	3.8%	\$460,312	4.7%
Peoples	\$1,160,300	5.4%	\$1,161,897	5.3%	\$1,279,948	8.2%
PGW	\$1,153,332	1.6%	\$1,641,000	2.7%	\$1,641,000	2.9%
UGI Gas	\$651,626	4.7%	\$840,170	4.2%	\$874,454	5.4%
<b>Total/Industry Average</b>	<b>\$4,453,805</b>	<b>2.9%</b>	<b>\$5,199,505</b>	<b>3.6%</b>	<b>\$5,516,155</b>	<b>4.5%</b>

*Total CAP Spending by CAP Component – CAP Credits – Natural Gas – 2022-2024*

Utility	2022		2023		2024	
	CAP Credit Costs	Percent of Total Spending	CAP Credit Costs	Percent of Total Spending	CAP Credit Costs	Percent of Total Spending
Columbia	\$28,818,215	86.5%	\$26,244,118	95.9%	\$21,076,498	87.1%
NFG	\$1,923,734	79.8%	\$2,111,283	71.0%	\$320,979	17.8%
PECO-Gas	\$5,269,516	83.5%	\$10,913,490	90.6%	\$8,838,005	90.7%
Peoples	\$16,465,036	76.7%	\$16,697,568	75.7%	\$9,805,438	63.0%
PGW	\$61,666,524	83.1%	\$49,428,841	81.8%	\$44,095,721	78.9%
UGI Gas	\$10,590,732	77.1%	\$16,142,719	80.4%	\$11,420,885	71.2%
<b>Total/Industry Average</b>	<b>\$124,733,757</b>	<b>82.4%</b>	<b>\$121,538,019</b>	<b>83.9%</b>	<b>\$95,557,526</b>	<b>77.5%</b>

**Total CAP Spending by CAP Component – CAP Arrearage Forgiveness – Natural Gas – 2022-2024**

Utility	2022		2023		2024	
	Arrearage Forgiveness Costs	Percent of Total Spending	Arrearage Forgiveness Costs	Percent of Total Spending	Arrearage Forgiveness Costs	Percent of Total Spending
Columbia	\$3,730,576	11.2%	\$453,082	1.7%*	\$2,252,325	9.3%
NFG	\$274,255	11.4%	\$436,770	14.7%	\$1,086,215	60.4%
PECO-Gas	\$531,765	8.4%	\$692,527	5.7%	\$444,183	4.6%
Peoples	\$3,833,745	17.9%	\$4,203,169	19.1%	\$4,490,099	28.8%
PGW	\$11,388,842	15.3%	\$9,320,898	15.4%	\$10,130,106	18.1%
UGI Gas	\$2,499,117	18.2%	\$3,091,585	15.4%	\$3,753,980	23.4%
<b>Total/Industry Average</b>	<b>\$22,258,300</b>	<b>14.7%</b>	<b>\$18,198,031</b>	<b>12.6%</b>	<b>\$22,156,908</b>	<b>18.0%</b>

\*Prior to 2023, Columbia applied arrearage forgiveness by writing off all arrears minus customer co-pays. Beginning In 2023, Columbia changed this process and now writes off only the amount actually forgiven each month (i.e., 1/36 of customer pre-program arrears for each full CAP payment).

**Section summary:** There are three cost components of CAP spending: CAP administration, CAP credits and arrearage forgiveness. Electric industry CAP administration costs increased by 22.0% from 2022 to 2024, but as a percentage of total CAP costs, increased from 4.1% to 4.3%. Electric industry CAP credits increased by 24.4% from 2022 to 2024 and comprised 85.2% of the total CAP spending in 2024. Electric industry CAP arrearage forgiveness decreased by 14.4% from 2022 to 2024 and comprised 10.6% of total CAP spending in 2023.

The gas industry CAP administration costs increased by 23.9% from 2022 to 2024, but the percentage of total CAP costs increased to 4.5%, up from 2.9% in 2022. The gas industry CAP credits decreased by 23.4% from 2022 to 2024 and comprised 77.5% of total CAP spending in 2024. The gas industry CAP arrearage forgiveness decreased by 0.5% from 2022 to 2024, but was up from 14.7% to 18.0% of total CAP spending.

## CAP Spending Per CAP Customer

The average **CAP Spending per CAP Customer** is calculated by dividing the Total CAP Spending by the Average Total CAP Enrollment. This provides an estimate of the amount of program spending for each CAP participant.

### *CAP Spending – Electric – 2022-2024*

Utility	Total CAP Spending			Average Program Spending per CAP Customer		
	2022	2023	2024	2022	2023	2024
Duquesne	\$41,188,950	\$43,580,503	\$43,140,698	\$1,105	\$1,151	\$1,125
Met Ed	\$26,617,895	\$29,592,395	\$26,599,615	\$1,204	\$1,346	\$1,464
PECO-Electric	\$98,248,863	\$155,632,148	\$148,388,901	\$825	\$1,229	\$1,234
Penelec	\$30,861,523	\$34,502,443	\$29,867,516	\$1,043	\$1,165	\$1,226
Penn Power	\$7,641,431	\$8,310,785	\$6,785,907	\$1,173	\$1,240	\$1,275
PPL	\$112,207,883	\$129,148,124	\$126,519,852	\$1,663	\$1,811	\$1,697
West Penn	\$26,507,957	\$30,494,630	\$25,733,284	\$1,031	\$1,184	\$1,243
<b>Total/Industry Average</b>	<b>\$343,274,502</b>	<b>\$431,261,028</b>	<b>\$407,035,773</b>	<b>\$1,115</b>	<b>\$1,348</b>	<b>\$1,349</b>

### *CAP Spending – Natural Gas – 2022-2024*

Utility	Total CAP Spending			Average Program Spending per CAP Customer		
	2022	2023	2024	2022	2023	2024
Columbia	\$33,312,436	\$27,365,817	\$24,196,826	\$1,337	\$1,146	\$1,131
NFG	\$2,410,572	\$2,971,962	\$1,799,632	\$354	\$410	\$302
PECO-Gas	\$6,313,600	\$12,069,930	\$9,742,500	\$290	\$513	\$426
Peoples	\$21,459,081	\$22,062,634	\$15,575,485	\$721	\$810	\$605
PGW	\$74,208,698	\$60,390,739	\$55,866,827	\$1,430	\$1,130	\$936
UGI Gas	\$13,741,475	\$20,074,474	\$16,049,319	\$688	\$897	\$661
<b>Total/Industry Average</b>	<b>\$151,445,862</b>	<b>\$144,935,556</b>	<b>\$123,230,589</b>	<b>\$976</b>	<b>\$919</b>	<b>\$771</b>

**Section summary:** From 2022 to 2024, the total CAP spending for the electric utilities increased overall by 18.6% and the average CAP program spending per CAP customer for the electric utilities increased by 21.0%.

From 2022 to 2024, the total CAP spending for the gas utilities decreased overall by 18.6% and the average CAP program spending per CAP customer for the gas utilities decreased by 21.0%.

## CARES

The primary purpose of a CARES program is to provide a cost-effective service that helps payment-troubled customers maximize their ability to pay EDC and NGDC bills and maintain safe and adequate public utility service. CARES staff maintains and utilizes a network of community organizations and government agencies that can provide services to eligible customers who are experiencing a temporary hardship. CARES services include account counseling and monitoring (case management) and referrals to services that provide additional resources or assistance, such as LIHEAP and hardship funds.

## CARES-LIHEAP

The USRR requires EDCs and NGDCs to report data on their CARES programs. CARES benefits are defined in the USRR as the total number and dollar amount of all LIHEAP benefits applied to all low-income customer accounts. The tables show the **Number of Households who Received only LIHEAP Cash Grants**, but the **“Total LIHEAP Grants”** dollar amounts include both LIHEAP cash grants and crisis grants.<sup>32</sup> The total amount of LIHEAP dollars each EDC or NGDC receives during each LIHEAP season<sup>33</sup> depends primarily on the amount of the federal LIHEAP appropriation to the state and the number of each public utility’s low-income customers who participate in LIHEAP. As noted previously, additional temporary funding for LIHEAP was made available through the *American Rescue Plan Act of 2021* (ARP). This significantly increased the amount of LIHEAP Cash and Crisis grants available to low-income customers during the 2021-2022 LIHEAP season. The ARP funding was not available during the 2022-2023 LIHEAP season, but Pennsylvania’s federal LIHEAP funds were augmented through an additional \$63 million in combined state and federal funding. No additional state or federal funds were allocated to LIHEAP during the 2023-2024 season. As a result, the total grant amounts for 2023-2024 are much lower.

### CARES-LIHEAP – Electric – 2022-2024

Utility	Low-Income Households who Received LIHEAP Cash Grants			Low-Income Households who Received LIHEAP Crisis Grants			Total LIHEAP Grants for Low-Income Customers*		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Duquesne	9,238	10,245	10,208	4,541	4,316	3,152	\$7,318,616	\$6,777,787	\$5,598,132
Met Ed	9,024	8,485	8,923	1,944	2,720	2,360	\$7,718,122	\$6,422,362	\$4,681,130
PECO-Electric	37,869	34,040	31,038	47,966	8,879	4,373	\$38,871,394	\$27,305,957	\$14,411,564
Penelec	13,394	11,534	12,035	4,114	5,091	4,234	\$11,630,564	\$9,426,043	\$6,921,668
Penn Power	3,374	2,712	2,817	1,137	1,303	1,151	\$3,030,445	\$2,320,722	\$1,708,165
PPL	51,931	53,231	27,712	4,633	3,229	4,232	\$25,150,932	\$16,458,295	\$13,110,182
West Penn	13,745	12,650	13,334	3,516	4,538	3,991	\$11,991,693	\$9,742,106	\$7,351,652
<b>Total</b>	<b>138,575</b>	<b>132,897</b>	<b>106,067</b>	<b>67,851</b>	<b>30,076</b>	<b>23,493</b>	<b>\$105,711,766</b>	<b>\$78,453,272</b>	<b>\$53,782,493</b>

\*Total LIHEAP grants include both LIHEAP cash and crisis grants. Typically, customers who receive crisis grants also receive cash grants.

<sup>32</sup> To qualify for a LIHEAP cash grant, a household must have income at or below 150% of the FPIG, be a Pennsylvania resident and have a heating responsibility. [55 Pa. Code § 601.31](#). To qualify for a LIHEAP crisis grant, the household must meet the previous qualifications and be experiencing an energy emergency (e.g., public utility service is off or in threat of termination). [55 Pa. Code § 601.32](#). Most households that receive LIHEAP crisis grants also receive LIHEAP cash grants.

<sup>33</sup> A LIHEAP season traditionally runs from Fall to Spring each year (i.e., Nov. to April). In this report, annual LIHEAP amounts reflects the grants issued for the season that closed within that calendar year. For example, 2024 LIHEAP numbers reflect the cash and crisis grants issued in the 2023-2024 LIHEAP season that began in Fall 2023 and closed in Spring 2024.

**CARES-LIHEAP – Natural Gas – 2022-2024**

Utility	Low-Income Households who Received LIHEAP Cash Grants			Low-Income Households who Received LIHEAP Crisis Grants			Total LIHEAP Grants for Low-Income Customers*		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Columbia	17,810	16,176	15,561	2,953	3,398	2,630	\$15,698,699	\$10,727,273	\$6,979,147
NFG	14,614	14,412	13,078	2,956	3,257	2,358	\$12,672,428	\$9,521,950	\$5,955,860
PECO-Gas	13,104**	5,541	5,477	8,465	1,445	772	\$6,878,748**	\$4,637,890	\$2,543,217
Peoples	53,484	45,566	25,263	4,718	3,892	1,571	\$24,868,716	\$17,097,504	\$10,439,363
PGW	82,780	85,082	33,283	7,822	10,202	7,124	\$34,297,923	\$30,904,420	\$21,975,429
UGI Gas	46,828	45,794	22,434	2,216	2,637	2,012	\$20,996,759	\$14,364,702	\$9,567,529
<b>Total</b>	<b>228,620</b>	<b>212,571</b>	<b>115,096</b>	<b>29,130</b>	<b>24,831</b>	<b>16,467</b>	<b>\$115,413,273</b>	<b>\$87,253,739</b>	<b>\$57,460,545</b>

\*Total LIHEAP grants include both LIHEAP cash and crisis grants. Typically, customers who receive crisis grants also receive cash grants.

\*\*Reflects corrected number of LIHEAP cash grants received by PECO-Gas in 2022.

**Section summary:** The number of low-income households that received LIHEAP cash grants for the electric utilities decreased overall by 23.5% from 2022 to 2024, while the number of low-income households that received LIHEAP crisis grants decreased by 65.4%. The total dollar amount of LIHEAP grants issued to low-income households of the electric utilities decreased by 49.1% from 2022 to 2024.

The number of low-income households that received LIHEAP cash grants for the gas utilities decreased overall by 49.7% from 2022 to 2024, while the number of low-income households that received LIHEAP crisis grants decreased overall by 43.5%. The total dollar amount of LIHEAP grants issued to low-income households of the gas utilities decreased by 50.2% from 2022 to 2024.

The **Estimated LIHEAP Participation Rate** is determined by dividing the number of LIHEAP cash grants by the number of confirmed low-income customers for each public utility. As LIHEAP participants may only assign their LIHEAP cash grant to one energy vendor, low-income customers with non-electric heating could assign the LIHEAP grant to either their heating supplier (*e.g.*, natural gas, oil) or their electric utility. Therefore, this participation rate may undercount the actual number of confirmed low-income customers that participated in LIHEAP.

***Estimated LIHEAP Participation Rate – Electric – 2022-2024***

Utility	2022	2023	2024
Duquesne	18.1%	19.3%	19.4%
Met Ed	15.5%	13.9%	14.3%
PECO-Electric	26.1%	22.3%	22.0%
Penelec	18.4%	15.2%	15.6%
Penn Power	20.7%	16.2%	16.7%
PPL	26.0%	25.9%	13.2%
West Penn	21.8%	18.8%	19.3%
<b>Total/Industry Average</b>	<b>22.9%</b>	<b>21.0%</b>	<b>16.9%</b>

***Estimated LIHEAP Participation Rate – Natural Gas – 2022-2024***

Utility	2022	2023	2024
Columbia	25.4%	22.4%	22.0%
NFG	62.3%	60.3%	55.3%
PECO-Gas	45.2%	17.9%	19.6%
Peoples	49.5%	40.4%	22.5%
PGW	71.9%	66.1%	25.9%
UGI Gas	55.1%	50.9%	25.5%
<b>Total/Industry Average</b>	<b>53.1%</b>	<b>46.3%</b>	<b>25.5%</b>

## CARES Costs, Direct Dollars and Net Benefits

The regulations define direct dollars as the total of all dollars applied to a CARES customer’s public utility account, from all sources of energy assistance such as LIHEAP, hardship fund grants, and local agencies’ grants.<sup>34</sup> However, in the report, the column “Direct Dollars in Addition to LIHEAP for CARES Participants” shows the total dollar benefits **not** related to LIHEAP. These non-LIHEAP additional dollars come from hardship fund grants and other sources (*i.e.*, charities, community programs, etc.).

Total **CARES Benefits**, therefore, includes all LIHEAP cash and crisis grants, plus any additional non-LIHEAP direct dollars. Total CARES benefits reflect the effectiveness of the program in connecting customers with programs and resources that provide financial assistance.

**CARES Administrative Costs** are not included in the Total CARES benefits because these costs include staff salaries, LIHEAP outreach efforts and other expenses that may not be a direct benefit to CARES participants.

### *CARES Administrative Costs – Electric – 2022-2024*

Utility	2022	2023	2024
Duquesne	\$135,833	\$145,000	\$145,000
Met Ed	\$773	\$3,986	\$3,645
PECO-Electric	\$870,477	\$900,984	\$979,730
Penelec	\$1,662	\$680	\$1,172
Penn Power	\$566	\$912	\$579
PPL	\$119,892	\$158,402	\$172,384
West Penn	\$636	\$1,666	\$8,937
<b>Total/Industry Average</b>	<b>\$1,129,839</b>	<b>\$1,211,630</b>	<b>\$1,311,447</b>

### *CARES Administrative Costs – Natural Gas – 2022-2024*

Utility	2022	2023	2024
Columbia	\$427,539	\$444,058	\$469,421
NFG	\$4,587	\$5,087	\$5,545
PECO-Gas	\$153,614	\$146,672	\$172,893
Peoples	\$291,255	\$299,132	\$322,827
PGW	\$446,558	\$398,618	\$369,597
UGI Gas	\$52,298	\$73,156	\$9,829
<b>Total/Industry Average</b>	<b>\$1,375,851</b>	<b>\$1,366,723</b>	<b>\$1,350,112</b>

<sup>34</sup> 52 Pa. Code §§ [54.72](#), [62.2](#).

**CARES Benefits – Electric – 2024**

<b>Utility</b>	<b>LIHEAP for CARES Participants</b>	<b>Direct Dollars in Addition to LIHEAP for CARES Participants</b>	<b>Total CARES Benefits (Includes LIHEAP)</b>
Duquesne	\$202,232	\$73,048	\$275,280
Met Ed	\$19,354	\$20,496	\$39,850
PECO-Electric*	\$14,314,894	\$96,670	\$14,411,564
Penelec	\$23,167	\$24,323	\$47,490
Penn Power	\$4,100	\$5,411	\$9,511
PPL	\$500	\$31,585	\$32,085
West Penn	\$14,467	\$15,846	\$30,313
<b>Total/Industry Average</b>	<b>\$14,578,714</b>	<b>\$267,379</b>	<b>\$14,846,093</b>

\*PECO counts all LIHEAP recipients and monies received as part of its CARES program. Other utilities count only the LIHEAP monies issued directly to CARES participants.

**CARES Benefits – Electric – 2023**

<b>Utility</b>	<b>LIHEAP for CARES Participants</b>	<b>Direct Dollars in Addition to LIHEAP for CARES Participants</b>	<b>Total CARES Benefits (Includes LIHEAP)</b>
Duquesne	\$213,447	\$114,561	\$328,008
Met Ed	\$3,674	\$140	\$3,814
PECO-Electric*	\$27,305,957	\$0	\$27,305,957
Penelec	\$13,447	\$100	\$13,547
Penn Power	\$8,307	\$122	\$8,429
PPL	\$957	\$43,693	\$44,650
West Penn	\$19,934	\$402	\$20,336
<b>Total/Industry Average</b>	<b>\$27,565,723</b>	<b>\$159,018</b>	<b>\$27,724,741</b>

\*PECO counts all LIHEAP recipients and monies received as part of its CARES program. Other utilities count only the LIHEAP monies issued directly to CARES participants.

**CARES Benefits – Electric – 2022**

Utility	LIHEAP for CARES Participants	Direct Dollars in Addition to LIHEAP for CARES Participants	Total CARES Benefits (Includes LIHEAP)
Duquesne	\$180,787	\$89,620	\$270,407
Met Ed	\$73,224	\$2,649	\$75,873
PECO-Electric*	\$38,871,394	\$108,177	\$38,979,571
Penelec	\$109,309	\$1,808	\$111,117
Penn Power	\$27,091	\$0	\$27,091
PPL	\$2,150	\$97,850	\$100,000
West Penn	\$118,764	\$2,309	\$121,073
<b>Total/Industry Average</b>	<b>\$39,382,719</b>	<b>\$302,413</b>	<b>\$39,685,132</b>

\*PECO counts all LIHEAP recipients and monies received as part of its CARES program. Other utilities count only the LIHEAP monies issued directly to CARES participants.

**CARES Benefits – Natural Gas – 2024**

Utility	LIHEAP for CARES Participants	Direct Dollars in Addition to LIHEAP for CARES Participants	Total CARES Benefits (Includes LIHEAP)
Columbia	\$479	\$35,405	\$35,884
NFG	\$5,147	\$5,836	\$10,983
PECO-Gas*	\$2,526,157	\$17,060	\$2,543,217
Peoples	\$36,964	\$45,687	\$82,651
PGW	\$5,751,142	\$6,101,371	\$11,852,513
UGI Gas	\$40,223	\$135,707	\$175,930
<b>Total/Industry Average</b>	<b>\$8,360,112</b>	<b>\$6,341,066</b>	<b>\$14,701,178</b>

\*PECO counts all LIHEAP recipients and monies received as part of its CARES program. Other utilities count only the LIHEAP monies issued directly to CARES participants.

**CARES Benefits – Natural Gas – 2023**

Utility	LIHEAP for CARES Participants	Direct Dollars in Addition to LIHEAP for CARES Participants	Total CARES Benefits (Includes LIHEAP)
Columbia	\$900	\$40,033	\$40,933
NFG	\$7,311	\$961	\$8,272
PECO-Gas*	\$4,445,156	\$27,005	\$4,472,161
Peoples	\$55,113	\$13,363	\$68,475
PGW	\$4,598,863	\$338,103	\$4,936,966
UGI Gas	\$135,764	\$574,451	\$710,215
<b>Total/Industry Average</b>	<b>\$9,243,106</b>	<b>\$993,916</b>	<b>\$10,237,022</b>

\*PECO counts all LIHEAP recipients and monies received as part of its CARES program. Other utilities count only the LIHEAP monies issued directly to CARES participants.

**CARES Benefits – Natural Gas – 2022**

Utility	LIHEAP for CARES Participants	Direct Dollars in Addition to LIHEAP for CARES Participants	Total CARES Benefits (Includes LIHEAP)
Columbia	\$3,995	\$26,972	\$30,967
NFG	\$6,517	\$0	\$6,517
PECO-Gas*	\$6,859,658	\$19,090	\$6,878,748
Peoples	\$104,580	\$15,867	\$120,447
PGW	\$4,037,348	\$724,275	\$4,761,623
UGI Gas	\$522,868	\$842,090	\$1,364,958
<b>Total/Industry Average</b>	<b>\$11,534,966</b>	<b>\$1,628,294</b>	<b>\$13,163,260</b>

\*PECO counts all LIHEAP recipients and monies received as part of its CARES program. Other utilities count only the LIHEAP monies issued directly to CARES participants.

**Section summary:** The LIHEAP dollars for CARES participants for the electric utilities increased overall by 16.1% from 2022 to 2024, while the direct dollars in addition to LIHEAP decreased by 63.0%. The total CARES benefits in dollars from the electric utilities decreased by 11.6% from 2022 to 2024. In 2024, the electric utilities LIHEAP dollar amount of \$14,578,714 for CARES participants represented 27.1% of the \$53,782,493 total LIHEAP dollar grants of the electric utilities.

The LIHEAP dollars for CARES participants for the gas utilities decreased overall by 27.5% from 2022 to 2024, while the direct dollars in addition to LIHEAP increased by 289.4%. The total CARES benefits in dollars from the gas utilities increased by 11.7% from 2022 to 2024. In 2024, the gas utilities LIHEAP dollar amount of \$14,701,178 for CARES participants represented 25.6% of the \$57,460,545 total LIHEAP dollar grants of the gas utilities.

## Hardship Fund Programs

Public utility hardship funds provide cash assistance to residential customers who need help in paying their public utility or other energy bills, often after other available resources (e.g., LIHEAP) have been exhausted.

## Ratepayer and Shareholder Contributions

The USRR requires EDCs and NGDCs to report data on the amount of voluntary and public utility contributions to hardship funds. Shareholders contribute a large portion of **Public Utility Contributions**. **Voluntary Contributions** come primarily from residential customers. The PUC defines public utility contributions as shareholder or public utility grants for program administration, outright grants to the funds and grants that match contributions of ratepayers. **Special Contributions** consist of additional non-recurring monies added to the hardship fund for the program year, including from formal complaint settlements, overcharge settlements, off-system sales, and special solicitations of business corporations. Generally, the utility hardship fund program year (PY) runs from October through September. Some utilities track hardship funds monthly to align with USRR calendar year reporting. The PY2023-2024 voluntary contributions are presented below.

**NOTE:** The following contributions may not include additional funds or grants made available by the administering agency for the public utility’s hardship fund. It may also not reflect contributions received before or after the Hardship Fund program year. This may result in the Total Benefits Disbursed exceeding the Total Contributions.

### *Hardship Fund Voluntary Contributions – Electric – Program Year PY2023-24*

Utility	Voluntary Contributions	Residential Customers	Average Voluntary Contribution per Residential Customer
Duquesne	\$236,759	550,437	\$0.43
Met Ed	\$113,804	520,972	\$0.22
PECO-Electric	\$70,450	1,535,532	\$0.05
Penelec	\$68,348	500,409	\$0.14
Penn Power	\$35,059	150,253	\$0.23
PPL	\$532,468	1,267,686	\$0.42
West Penn	\$126,887	634,376	\$0.20
<b>Total/Industry Average</b>	<b>\$1,183,775</b>	<b>5,159,665</b>	<b>\$0.23</b>

### *Hardship Fund Voluntary Contributions – Natural Gas – Program Year PY2023-24*

Utility	Voluntary Contributions	Residential Customers	Average Voluntary Contribution per Residential Customer
Columbia	\$375,000	412,989	\$0.91
NFG	\$32,454	196,629	\$0.17
PECO-Gas	\$12,432	508,202	\$0.02
Peoples	\$236,921	596,064	\$0.40
PGW	\$570	481,593	\$0.00
UGI Gas	\$39,767	630,288	\$0.06
<b>Total/Industry Average</b>	<b>\$697,144</b>	<b>2,825,765</b>	<b>\$0.25</b>

*All Hardship Fund Contributions – Electric – PY2023-24*

Utility	Voluntary Contributions	Public Utility & Shareholder Contributions	Special Contributions	Total Contributions
Duquesne	\$236,759	\$375,000	\$0	\$611,759
Met Ed	\$113,804	\$113,804	\$0	\$227,608
PECO-Electric	\$70,450	\$275,464	\$33,596	\$379,510
Penelec	\$68,348	\$68,348	\$0	\$136,696
Penn Power	\$35,059	\$35,059	\$0	\$70,118
PPL	\$532,468	\$727,271	\$1,000,000	\$2,259,739
West Penn	\$126,887	\$105,222	\$0	\$232,109
<b>Total/Industry Average</b>	<b>\$1,183,775</b>	<b>\$1,700,168</b>	<b>\$1,033,596</b>	<b>\$3,917,539</b>

*All Hardship Fund Contributions – Natural Gas – PY2023-24*

Utility	Voluntary Contributions	Public Utility & Shareholder Contributions	Special Contributions	Total Contributions
Columbia	\$375,000	\$150,000	\$0	\$525,000
NFG	\$32,454	\$92,000	\$385	\$124,839
PECO-Gas	\$12,432	\$48,612	\$5,929	\$66,973
Peoples	\$236,921	\$720,847	\$0	\$957,768
PGW	\$570	\$415,194	\$0	\$415,764
UGI Gas	\$39,767	\$584,500	\$0	\$624,267
<b>Total/Industry Average</b>	<b>\$697,144</b>	<b>\$2,011,153</b>	<b>\$6,314</b>	<b>\$2,714,611</b>

## Hardship Fund Benefits

The USRR also requires EDCs and NGDCs to report data on hardship fund benefits. The PUC defines **Hardship Fund Benefits**<sup>35</sup> as, “the total number and dollar amount of cash benefits or bill credits.” The cumulative total number and dollar amount of the grants disbursed are reported as of the end of the program year.

### Public Utility Hardship Fund Grant Benefits – Electric – PY2022-23 and PY2023-24

Utility	Ratepayers Receiving Grants		Average Grant		Total Benefits Disbursed	
	PY2022-23	PY2023-24	PY2022-23	PY2023-24	PY2022-23	PY2023-24
Duquesne	3,776	1,665	\$489	\$345	\$1,846,907	\$574,824
Met Ed	710	776	\$350	\$351	\$248,642	\$271,995
PECO-Electric*	259	282	\$640	\$686	\$165,885	\$193,341
Penelec	451	508	\$324	\$359	\$146,000	\$182,171
Penn Power	227	260	\$366	\$353	\$83,056	\$91,842
PPL	2,223	3,101	\$479	\$365	\$1,065,285	\$1,131,518
West Penn	623	755	\$350	\$349	\$218,000	\$263,528
<b>Total/Industry Average</b>	<b>8,269</b>	<b>7,347</b>	<b>\$456</b>	<b>\$369</b>	<b>\$3,773,775</b>	<b>\$2,709,219</b>

\*In 2022, PECO issued approximately \$3.7 million in additional one-time grants to eligible electric and natural gas customers in debt using unspent LIURP funds from 2020. See Docket No. [P-2022-3032265](#). Those grant dollars are not reflected in the table above.

### Public Utility Hardship Fund Grant Benefits – Natural Gas – PY2022-23 and PY2023-24

Utility	Ratepayers Receiving Grants		Average Grant		Total Benefits Disbursed	
	PY2022-23	PY2023-24	PY2022-23	PY2023-24	PY2022-23	PY2023-24
Columbia	1,351	1,513	\$399	\$364	\$539,105	\$550,067
NFG	406	336	\$372	\$367	\$150,952	\$123,404
PECO-Gas*	41	50	\$659	\$682	\$27,005	\$34,119
Peoples	3,043	3,794	\$422	\$383	\$1,284,986	\$1,454,259
PGW	394	868	\$912	\$632	\$359,474	\$548,847
UGI Gas	5,248	1,893	\$371	\$353	\$1,945,714	\$668,303
<b>Total/Industry Average</b>	<b>10,483</b>	<b>8,454</b>	<b>\$411</b>	<b>\$400</b>	<b>\$4,307,236</b>	<b>\$3,378,999</b>

\*In 2022, PECO issued approximately \$3.7 million in additional one-time grants to eligible electric and natural gas customers in debt using unspent LIURP funds from 2020. See Docket No. [P-2022-3032265](#). Those grant dollars are not reflected in the table above.

**Section summary:** The number of ratepayers receiving hardship fund grants for the electric utilities for PY2023-2024 decreased overall by 11.2% from PY2022-2023, while the amount of the average grant decreased by 19.1%. The total hardship fund benefits disbursed for the electric utilities decreased by 28.2% from PY2022-2023 to PY2023-2024. The number of rate payers receiving hardship fund grants for the gas utilities decreased overall by 19.4% from PY2022-2023 to PY2023-2024, while the amount of the average grant for the gas utilities decreased by 2.7%. The total hardship fund benefits disbursed for the gas utilities decreased by 21.6% from PY2022-2023 to PY2023-2024.

<sup>35</sup> 52 Pa. Code §§ [54.72](#), [62.2](#).

## Total Universal Service Program Spending

**Total Annual Universal Service Program Spending** is calculated by adding the total program costs for CAP, LIURP and CARES. The **Total Universal Service Program Spending as a Percent of Revenues** (billings) is calculated by dividing the total program spending by the total annual residential revenues (billings) and by the total annual confirmed low-income revenues (billings). Stakeholder and voluntary ratepayer contributions to hardship fund grants are not recovered in public utility base rates. Only hardship fund administrative costs are recoverable for most public utilities, so hardship fund program costs are not included in the Total Universal Service Program Spending tables below.<sup>36</sup>

### Total Annual Universal Service Program Spending – Electric – 2022-2024

Utility	2022	2023	2024
Duquesne	\$43,955,654	\$47,686,643	\$47,019,942
Met Ed	\$32,614,755	\$35,184,206	\$33,970,597
PECO-Electric	\$104,712,604	\$163,129,002	\$155,980,435
Penelec	\$37,698,681	\$42,885,784	\$37,877,576
Penn Power	\$10,855,201	\$11,324,758	\$9,710,695
PPL	\$124,869,762	\$142,452,130	\$138,713,684
West Penn	\$34,002,229	\$38,454,729	\$35,764,164
<b>Total/Industry Average</b>	<b>\$388,708,886</b>	<b>\$481,117,252</b>	<b>\$459,037,093</b>

### Total Annual Universal Service Program Spending – Natural Gas – 2022-2024

Utility	2022	2023	2024
Columbia	\$40,216,199	\$33,581,563	\$30,175,445
NFG	\$3,262,659	\$4,036,466	\$3,252,880
PECO-Gas	\$8,717,201	\$15,366,622	\$13,065,390
Peoples	\$25,375,267	\$25,949,019	\$18,148,517
PGW	\$82,527,758	\$68,800,440	\$64,313,154
UGI Gas	\$17,915,424	\$24,111,391	\$20,117,203
<b>Total/Industry Average</b>	<b>\$178,014,508</b>	<b>\$171,845,501</b>	<b>\$149,072,589</b>

<sup>36</sup> Only PGW is permitted to recover all utility expenses related to its hardship fund program from its ratepayers. As a city-owned natural gas distribution utility, PGW receives no shareholder contributions for this program. Only voluntary contributions to PGW's hardship fund program are not recovered.

*Total Universal Service Spending as a Percent of Revenues (Billings) – Electric – 2022-2024*

Utility	All Residential			Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Duquesne	6.4%	6.4%	6.0%	56.2%	53.9%	51.2%
Met Ed	4.5%	4.1%	3.8%	30.9%	27.2%	24.1%
PECO-Electric	4.3%	6.5%	6.2%	72.4%	131.8%	117.6%
Penelec	5.9%	5.8%	4.9%	31.2%	29.5%	24.5%
Penn Power	5.0%	4.6%	3.8%	37.7%	34.1%	27.9%
PPL	5.1%	5.3%	5.6%	26.0%	25.2%	24.9%
West Penn	4.3%	4.2%	3.8%	33.6%	31.1%	27.4%
<b>Total/Industry Average</b>	<b>4.9%</b>	<b>5.5%</b>	<b>5.3%</b>	<b>36.7%</b>	<b>39.8%</b>	<b>37.0%</b>

*Total Universal Service Spending as a Percent of Revenues (Billings) – Natural Gas – 2022-2024*

Utility	All Residential			Confirmed Low-Income		
	2022	2023	2024	2022	2023	2024
Columbia	6.7%	5.7%	5.8%	43.5%	35.7%	29.6%
NFG	1.7%	2.2%	2.3%	13.8%	17.6%	16.5%
PECO-Gas	1.6%	2.8%	2.8%	37.3%	79.2%	72.9%
Peoples	3.9%	4.8%	3.9%	21.7%	26.3%	20.7%
PGW	13.4%	12.4%	10.0%	127.9%	57.9%	58.0%
UGI Gas	2.6%	3.4%	3.3%	43.3%	33.8%	36.7%
<b>Total/Industry Average</b>	<b>5.4%</b>	<b>5.5%</b>	<b>5.2%</b>	<b>49.2%</b>	<b>40.4%</b>	<b>37.9%</b>

**Section summary:** The total Universal Service program spending for the electric utilities increased overall by 18.1% from 2022 to 2024, while program spending for the gas utilities decreased by 16.3%.

As a percentage of residential revenues, electric utility universal service spending increased from 4.9% in 2022 to 5.3% in 2024. As a percentage of confirmed low-income revenues, the universal service program spending for the electric utilities increased from 2022 to 2024, from 36.7% to 37.0%.

As a percentage of residential revenues, gas utility universal service spending decreased from 2022 to 2024, from 5.4% to 5.2%, while as a percentage of confirmed low-income revenues, universal service program spending decreased, from 49.2% in 2022 to 37.9% in 2024.

## 4. Small EDC and NGDC Universal Service Programs

### Number of Residential Customers – Small EDCs and NGDCs

The USRR has fewer data requirements for small EDCs and NGDCs.<sup>37</sup> BCS annually surveys EDCs with fewer than 60,000 residential customers and NGDCs with fewer than 100,000 residential customers to determine the availability of programs provided to low-income customers as well as the expenses associated with these programs. Five small EDCs and one small NGDC report providing universal service programs for their low-income customers in 2024.

#### *Number of Residential Customers – Small Electric – 2024*

EDCs	Residential Customers
Citizens' Electric	5,963
Pike County Light and Power	5,542
UGI Electric	55,308
Valley Energy	6,488
Wellsboro Electric	5,160

#### *Number of Residential Customers – Small Natural Gas – 2024*

NGDCs	Residential Customers
Peoples Gas LLC	59,378

### Universal Service Programs Provided by Small EDCs and NGDCs

Citizens' Electric, Valley Energy and Wellsboro Electric operate hardship funds through the Dollar Energy Fund.

Pike County Light and Power operates its own CAP (New Start Program) and a hardship fund program (Good Neighbor Fund Program).

Peoples Gas LLC (formerly Peoples TWP) offers CAP, LIURP, CARES and Hardship Fund programs. As of Dec. 31, 2024, the CAP enrollment was approximately 2,489 customers. Peoples Gas LLC's LIURP also completed 19 jobs in 2024.

UGI Utilities, Inc. – Electric Division (UGI Electric) offers CAP, LIURP, CARES and Hardship Fund programs. As of Dec. 31, 2024, its CAP program enrollment was approximately 4,643 customers. UGI Electric's LIURP also completed 67 jobs in 2024.

<sup>37</sup> 52 Pa. Code §§ [54.77](#), [62.7](#).

## 5. Appendices

### Appendix 1 – When is an Account Considered to be Overdue

As mentioned previously in the sections dealing with “Debt,” two factors affect the uniformity of the data reported regarding the number of overdue accounts and the dollars in debt associated with those accounts. First, EDCs and NGDCs use different methods for determining **When an Account is Overdue**. Second, EDCs and NGDCs consider either the due date of the bill or the transmittal date of the bill to be day zero. The transmittal date is 20 days before the due date. For USRR comparative purposes, EDCs and NGDCs are requested to consider the due date as day zero and to report debt that is at least 30 days overdue. Appendix 1 shows the different methods EDCs and NGDCs use to determine overdue accounts and how they compare to the preferred method (30 days overdue).

Utility	When is Day Zero (0)	How Many Days Overdue	Days of Variance from BCS Interpretation
Duquesne	Bill Due Date	30 Days	0 Days
Met Ed	Bill Due Date	30 Days	0 Days
PECO-Electric	Bill Due Date	30 Days	0 Days
Penelec	Bill Due Date	30 Days	0 Days
Penn Power	Bill Due Date	30 Days	0 Days
PPL	Bill Transmittal Date	30 Days	20 Days Sooner
West Penn	Bill Due Date	30 Days	0 Days
Columbia	Bill Due Date	30 Days	0 Days
NFG	Bill Due Date	30 Days	0 Days
PECO-Gas	Bill Due Date	30 Days	0 Days
Peoples	Bill Due Date	30 Days	0 Days
PGW	Bill Transmittal Date	30 Days	20 Days Sooner
UGI Gas	Bill Due Date	30 Days	0 Days

## Appendix 2 – When Does an Account Move from Active to Inactive Status

The second factor affecting the arrearage data uniformity is when a public utility moves a terminated or discontinued **Account from Active Status** (included in the reporting) **to Inactive Status** (excluded from the reporting). Moving an account to inactive status is one of the last steps in the collections cycle. Appendix 2 shows the methods EDCs and NGDCs use to determine when an account is removed from active status after termination of service or discontinuance of service.

Utility	After an Account is Terminated	After an Account is Discontinued
Duquesne	7 Days after Termination Date	3 to 5 Days after Discontinuance
Met Ed	10 Days after Termination Date	Same Day as Discontinuance
PECO-Electric	14 Days after Termination Date	Same Day as Discontinuance
Penelec	10 Days after Termination Date	Same Day as Discontinuance
Penn Power	10 Days after Termination Date	Same Day as Discontinuance
PPL	15 Days after Termination Date	Final Bill Transmittal Date
West Penn	10 Days after Termination Date	Same Day as Discontinuance
Columbia	5 to 7 Days after Termination Date	Same Day as Discontinuance
NFG	15 Days after Termination Date	Same Day as Discontinuance
PECO-Gas	14 Days after Termination Date	Same Day as Discontinuance
Peoples	10 Days after Termination Date	10 Days after Discontinuance
PGW	0 to 30 Days after Termination Date	0 to 1 Day after Final Bill Transmittal Date
UGI Gas	Same Day as Termination Date	Same Day as Discontinuance

**Appendix 3 – 2024 and 2025 Federal Poverty Guidelines**

<b>2024 Annual Federal Poverty Income Guidelines*</b>				
<b>Size of Household</b>	<b>0%-50% of Poverty</b>	<b>51%-100% of Poverty</b>	<b>101%-150% of Poverty</b>	<b>151%-200% of Poverty</b>
1	\$7,530	\$15,060	\$22,590	\$30,120
2	\$10,220	\$20,440	\$30,660	\$40,880
3	\$12,910	\$25,820	\$38,730	\$51,640
4	\$15,600	\$31,200	\$46,800	\$62,400
5	\$18,290	\$36,580	\$54,870	\$73,160
6	\$20,980	\$41,960	\$62,940	\$83,920
7	\$23,670	\$47,340	\$71,010	\$94,680
8	\$26,360	\$52,720	\$79,080	\$105,440
For each additional person, add	\$2,690	\$5,380	\$8,070	\$10,760

\*Income reflects the upper limit of the poverty guideline for each column.

Effective: Jan. 11, 2024. SOURCE: [Federal Register, Vol. 89, Jan. 17, 2024, pp. 2961-2963.](#)

<b>2025 Annual Federal Poverty Income Guidelines*</b>				
<b>Size of Household</b>	<b>0%-50% of Poverty</b>	<b>51%-100% of Poverty</b>	<b>101%-150% of Poverty</b>	<b>151%-200% of Poverty</b>
1	\$7,825	\$15,650	\$23,475	\$31,300
2	\$10,575	\$21,150	\$31,725	\$42,300
3	\$13,325	\$26,650	\$39,975	\$53,300
4	\$16,075	\$32,150	\$48,225	\$64,300
5	\$18,825	\$37,650	\$56,475	\$75,300
6	\$21,575	\$43,150	\$64,725	\$86,300
7	\$24,325	\$48,650	\$72,975	\$97,300
8	\$27,075	\$54,150	\$81,225	\$108,300
For each additional person, add	\$2,750	\$5,500	\$8,250	\$11,000

\*Income reflects the upper limit of the poverty guideline for each column.

Effective: Jan. 15, 2025. SOURCE: [Federal Register, Vol. 90, Jan. 17, 2025, pp. 5917-5918.](#)

## Appendix 4 – Instructions to Access Universal Service Reports, Plans and Evaluations on PUC Website

### To Access Universal Service Programs & Collections Performance Reports:

- Go to the PUC website at: [www.puc.pa.gov](http://www.puc.pa.gov).
- On the PUC's website, locate and click on the "[Filings & Resources](#)" tab on the headings bar.
- In the column of options on the left side of the page, locate and click on "[Reports.](#)"
- In the column of options on the left side of the page, locate and click on "[Universal Service Programs & Collections Performance Reports.](#)"
- Choose the desired year of the Universal Service Programs & Collections Performance Report and click to access the report.

### To Access Universal Service Plans and Evaluations:

- Go to the PUC website at: [www.puc.pa.gov](http://www.puc.pa.gov).
- On the PUC's website, hover over the Electricity dropdown menu and click on the "[Universal Service](#)" option.
- Under the header "Universal Service Plans & Evaluations" you will find the most current Universal Service Plan and Evaluation for each major EDC and NGDC.

### To Access Utility Assistance Programs and Energy Assistance Resources:

- Go to the PUC website at: [www.puc.pa.gov](http://www.puc.pa.gov).
- On the PUC's website, locate and click on the "[About](#)" tab on the headings bar.
- In the column of options on the left side of the page labeled "About the PUC," locate and click "[Consumer Education.](#)"
- Locate the "Utility Assistance Programs" tile and click "[Find Support.](#)"

## Appendix 5 – Universal Service Programs 2024 Cost Recovery Mechanisms

Riders and Universal Service Charge (USC)/Universal Service Program (USP) Surcharges for CAP are cost **Recovery Mechanisms**, which recover revenue outside of base rates. Universal Service riders/surcharges are adjusted quarterly or annually. This list is provided to show general recovery mechanisms, which may not apply to all Universal Service programs and may not reflect actual spending per ratepayer.

Utility	CAP Cost Recovery Mechanism	CAP & Universal Service Spending Assessed on Residential Ratepayers
Duquesne	USC Rider & Base Rates	100%
Met Ed	USC Rider-Annual	100%
PECO-Electric	Univ. Service Fund Charge & Base Rates	100%
Penelec	USC Rider-Annual	100%
Penn Power	USC Rider-Annual	100%
PPL	US Rider-Annual	100%
West Penn	USC Rider-Annual	100%
Columbia	USP Rider	100%
NFG	Rider F	100%
PECO-Gas	Univ. Service Fund Charge & Base Rates	100%
Peoples	USC Rider F	100%
PGW*	USEC Surcharge	71%
UGI Gas	USP Rider F	100%

\*PGW's 2024 CAP, LIURP and CARES program costs were recovered from ratepayers in the following manner: residential (70.83%), commercial (24.00%), industrial (1.73%), municipal service (2.42%) and Philadelphia Housing Authority (PHA) (1.02%).

Appendix 6 – Universal Service Programs Annual CAP Spending Levels

Utility	2024 Annual CAP Spending	2024 Average Number of Ratepayers Paying CAP Spending	Estimated Annual CAP Spending per Ratepayer – 2022-2024		
			2022	2023	2024
Duquesne <sup>1</sup>	\$43,140,698	511,830	\$81.11	\$85.73	\$84.29
Met Ed	\$26,599,615	520,972	\$51.66	\$57.44	\$51.06
PECO-Electric	\$148,388,901	1,535,532	\$64.59	\$102.31	\$96.64
Penelec	\$29,867,516	500,409	\$61.60	\$68.87	\$59.69
Penn Power	\$6,785,907	150,253	\$51.31	\$55.80	\$45.16
PPL	\$126,519,852	1,267,686	\$89.33	\$102.81	\$99.80
West Penn	\$25,733,284	634,376	\$41.94	\$48.25	\$40.56
<b>Total/Industry Average</b>	<b>\$407,035,773</b>	<b>5,121,058</b>	<b>\$67.54</b>	<b>\$84.85</b>	<b>\$79.48</b>
Columbia <sup>1</sup>	\$24,196,826	392,001	\$86.38	\$70.81	\$61.73
NFG <sup>1</sup>	\$1,799,632	190,699	\$12.69	\$15.67	\$9.44
PECO-Gas	\$9,742,500	508,202	\$12.62	\$24.13	\$19.17
Peoples <sup>1</sup>	\$15,575,485	569,311	\$37.92	\$38.75	\$27.36
PGW <sup>2</sup>	\$39,570,474	481,593	\$108.77	\$87.98	\$82.17
UGI Gas <sup>1</sup>	\$16,049,319	606,276	\$22.95	\$33.72	\$26.47
<b>Total/Industry Average</b>	<b>\$106,934,236</b>	<b>2,748,082</b>	<b>\$47.75</b>	<b>\$46.70</b>	<b>\$38.91</b>

<sup>1</sup> Public utilities who recover CAP spending from non-CAP ratepayers rather than all residential ratepayers. For those public utilities, the Average Number of Ratepayers reflects non-CAP ratepayers only.

<sup>2</sup> PGW's 2024 CAP spending includes only the amount recovered from residential customers, which was 71% of PGW's \$55,866,827 2024 total CAP spending.

**Appendix 7 – Universal Service Programs Total Annual Spending Levels**

Utility	2024 Annual Total Universal Service Spending <sup>1</sup>	2024 Average Number of Ratepayers Paying Universal Service Spending	Estimated Annual Universal Service Spending per Ratepayer – 2022-2024		
			2022	2023	2024
Duquesne <sup>2</sup>	\$47,019,942	511,830	\$86.56	\$93.81	\$91.87
Met Ed	\$33,970,597	520,972	\$63.36	\$68.29	\$65.21
PECO-Electric	\$155,980,435	1,535,532	\$68.83	\$107.24	\$101.58
Penelec	\$37,877,576	500,409	\$75.28	\$85.60	\$75.69
Penn Power	\$9,710,695	150,253	\$72.95	\$76.04	\$64.63
PPL	\$138,713,684	1,267,686	\$99.41	\$113.41	\$109.42
West Penn	\$35,764,164	634,376	\$53.85	\$60.85	\$56.38
<b>Total/Industry Average</b>	<b>\$459,037,093</b>	<b>5,121,058</b>	<b>\$76.50</b>	<b>\$94.66</b>	<b>\$89.64</b>
Columbia <sup>2</sup>	\$30,175,445	392,001	\$104.46	\$86.89	\$76.98
NFG <sup>2</sup>	\$3,252,880	190,699	\$17.70	\$21.28	\$17.06
PECO-Gas	\$13,065,390	508,202	\$17.43	\$30.72	\$25.71
Peoples <sup>2</sup>	\$18,148,517	569,311	\$44.84	\$45.58	\$31.88
PGW <sup>3</sup>	\$45,553,007	481,593	\$121.34	\$100.24	\$94.59
UGI Gas <sup>2</sup>	\$20,117,203	606,276	\$30.01	\$40.50	\$33.18
<b>Total/Industry Average</b>	<b>\$130,312,442</b>	<b>2,748,082</b>	<b>\$65.40</b>	<b>\$55.67</b>	<b>\$47.42</b>

<sup>1</sup> Universal Service Spending includes CAP, LIURP and CARES.

<sup>2</sup> Utilities who recover Total Universal Service Spending from non-CAP ratepayers rather than all residential ratepayers. For those public utilities, the Average Number of Ratepayers reflects non-CAP ratepayers only.

<sup>3</sup> PGW’s 2024 Universal Service Spending includes only the amount recovered from residential customers, which was 71% of PGW’s \$64,313,154 2024 total Universal Service Spending.

## Appendix 8 – Household, Individual and Family Poverty Estimates

Each year, the public utilities are provided with estimated Poverty Levels for Pennsylvania counties, which is compiled by BCS based on the American Community Survey 5-Year Estimates from the United States Census Bureau. Public utilities utilize this data as part of their methodology to estimate the number of low-income customers in their service territory.

### Poverty Levels for Households 2019-2023 by FPIG

Total Number of All Households	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
	#	% of Households	#	% of Households	#	% of Households	#	% of Households
5,235,339	386,430	7.4%	402,887	7.7%	440,411	8.4%	458,997	8.8%

Total Estimated Low-Income (ELI) Households	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
	#	% of ELI Households	#	% of ELI Households	#	% of ELI Households	#	% of ELI Households
1,688,725	386,430	22.9%	402,887	23.9%	440,411	26.1%	458,997	27.2%

### Poverty Levels for Individuals 2019-2023 by FPIG

Total Number of All Individuals	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
	#	% of Individuals	#	% of Individuals	#	% of Individuals	#	% of Individuals
12,575,248	706,792	5.6%	774,189	6.2%	899,147	7.2%	985,288	7.8%

Total Estimated Low-Income (ELI) Individuals	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
	#	% of ELI Individuals	#	% of ELI Individuals	#	% of ELI Individuals	#	% of ELI Individuals
3,365,416	706,792	21.0%	774,189	23.0%	899,147	26.7%	985,288	29.3%

### Poverty Levels for Families 2019-2023 by FPIG

Total Number of All Families	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
	#	% of Families	#	% of Families	#	% of Families	#	% of Families
3,286,621	119,155	3.6%	145,707	4.4%	187,793	5.7%	222,348	6.8%

Total Estimated Low-Income (ELI) Families	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
	#	% of ELI Families	#	% of ELI Families	#	% of ELI Families	#	% of ELI Families
675,003	119,155	17.7%	145,707	21.6%	187,793	27.8%	222,348	32.9%

## Appendix 9 – Household Poverty Estimates by County

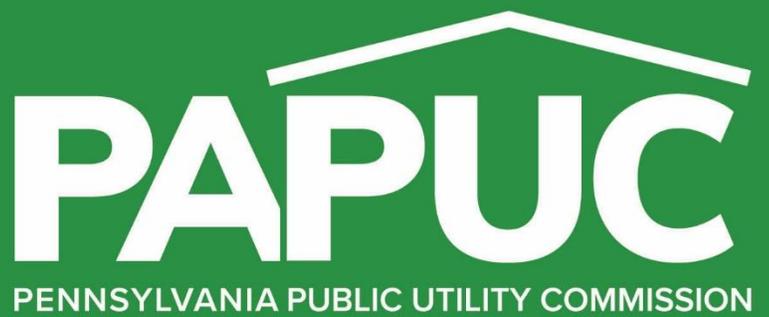
Each year, the public utilities are provided with Census data compiled and distributed to the public utilities by BCS. Public utilities utilize this data as part of their methodology to estimate the number of low-income customers in their service territory.

### *Census Estimated Low-Income Households 2019-2023 by FPIG*

County	Total Number of Households	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
		#	%	#	%	#	%	#	%
Adams	40,411	2,507	6.2%	2,001	5.0%	2,923	7.2%	3,897	9.6%
Allegheny	546,507	42,480	7.8%	36,547	6.7%	38,803	7.1%	44,235	8.1%
Armstrong	28,007	1,853	6.6%	2,464	8.8%	2,948	10.5%	3,651	13.0%
Beaver	71,975	4,287	6.0%	4,975	6.9%	5,668	7.9%	6,533	9.1%
Bedford	19,763	1,197	6.1%	1,876	9.5%	2,555	12.9%	2,220	11.2%
Berks	161,701	10,037	6.2%	11,675	7.2%	13,062	8.1%	14,545	9.0%
Blair	50,548	4,688	9.3%	6,134	12.1%	6,401	12.7%	5,495	10.9%
Bradford	24,487	1,740	7.1%	2,505	10.2%	2,795	11.4%	2,754	11.2%
Bucks	247,674	7,897	3.2%	8,741	3.5%	10,444	4.2%	12,421	5.0%
Butler	80,245	4,193	5.2%	4,158	5.2%	5,221	6.5%	5,936	7.4%
Cambria	55,692	3,884	7.0%	5,060	9.1%	4,927	8.8%	5,439	9.8%
Cameron	2,229	222	10.0%	258	11.6%	434	19.5%	475	21.3%
Carbon	27,093	1,972	7.3%	2,021	7.5%	2,536	9.4%	2,542	9.4%
Centre	59,006	10,800	18.3%	4,930	8.4%	5,450	9.2%	4,535	7.7%
Chester	202,405	7,482	3.7%	6,427	3.2%	9,060	4.5%	10,204	5.0%
Clarion	14,982	1,565	10.4%	1,383	9.2%	1,912	12.8%	1,411	9.4%
Clearfield	32,089	2,035	6.3%	3,157	9.8%	3,311	10.3%	3,373	10.5%
Clinton	15,258	1,395	9.1%	1,636	10.7%	1,921	12.6%	1,828	12.0%
Columbia	25,874	2,970	11.5%	2,565	9.9%	2,741	10.6%	2,847	11.0%
Crawford	33,616	1,883	5.6%	3,254	9.7%	4,601	13.7%	3,870	11.5%
Cumberland	105,187	6,456	6.1%	6,029	5.7%	8,119	7.7%	10,242	9.7%
Dauphin	119,763	9,820	8.2%	8,078	6.7%	9,761	8.2%	11,580	9.7%
Delaware	216,660	12,535	5.8%	13,502	6.2%	14,699	6.8%	15,215	7.0%
Elk	13,481	843	6.3%	1,185	8.8%	1,716	12.7%	1,316	9.8%
Erie	110,106	10,773	9.8%	12,054	10.9%	12,176	11.1%	12,838	11.7%
Fayette	54,962	6,082	11.1%	8,215	14.9%	5,462	9.9%	5,242	9.5%
Forest	1,944	163	8.4%	202	10.4%	254	13.1%	73	3.8%
Franklin	63,028	2,897	4.6%	3,196	5.1%	6,100	9.7%	6,498	10.3%
Fulton	6,156	262	4.3%	571	9.3%	515	8.4%	590	9.6%
Greene	14,126	1,020	7.2%	957	6.8%	1,078	7.6%	1,582	11.2%
Huntingdon	16,038	815	5.1%	1,487	9.3%	1,692	10.5%	2,107	13.1%
Indiana	32,291	2,719	8.4%	3,911	12.1%	4,224	13.1%	3,468	10.7%

*Census Estimated Low-Income Households 2019-2023 by FPIG (continued)*

County	Total Number of Households	< 50% FPIG		51-100% FPIG		101-150% FPIG		151-200% FPIG	
		#	%	#	%	#	%	#	%
Jefferson	18,207	1,950	10.7%	1,742	9.6%	2,228	12.2%	2,805	15.4%
Juniata	8,928	380	4.3%	674	7.5%	1,005	11.3%	977	10.9%
Lackawanna	88,266	6,928	7.8%	6,751	7.6%	8,225	9.3%	7,708	8.7%
Lancaster	210,536	11,023	5.2%	10,823	5.1%	15,003	7.1%	19,002	9.0%
Lawrence	36,005	2,558	7.1%	3,055	8.5%	4,272	11.9%	3,634	10.1%
Lebanon	55,846	2,824	5.1%	4,302	7.7%	4,449	8.0%	5,852	10.5%
Lehigh	143,445	8,523	5.9%	11,651	8.1%	12,790	8.9%	12,796	8.9%
Luzerne	133,434	13,147	9.9%	14,542	10.9%	15,330	11.5%	14,638	11.0%
Lycoming	46,201	3,628	7.9%	3,900	8.4%	4,794	10.4%	4,818	10.4%
McKean	16,204	1,410	8.7%	1,421	8.8%	1,992	12.3%	2,214	13.7%
Mercer	46,123	3,127	6.8%	4,257	9.2%	4,590	10.0%	5,188	11.2%
Mifflin	18,502	1,017	5.5%	2,918	15.8%	2,371	12.8%	2,100	11.4%
Monroe	60,562	4,039	6.7%	4,690	7.7%	5,458	9.0%	5,557	9.2%
Montgomery	333,514	16,873	5.1%	13,452	4.0%	16,641	5.0%	19,327	5.8%
Montour	7,689	415	5.4%	545	7.1%	917	11.9%	569	7.4%
Northampton	121,496	6,490	5.3%	7,391	6.1%	9,330	7.7%	8,752	7.2%
Northumberland	37,581	2,927	7.8%	3,073	8.2%	4,556	12.1%	5,028	13.4%
Perry	18,232	867	4.8%	956	5.2%	1,783	9.8%	1,716	9.4%
Philadelphia	669,222	88,205	13.2%	85,290	12.7%	72,927	10.9%	62,821	9.4%
Pike	24,009	1,279	5.3%	1,559	6.5%	2,061	8.6%	1,712	7.1%
Potter	6,757	407	6.0%	676	10.0%	840	12.4%	871	12.9%
Schuylkill	57,465	3,950	6.9%	5,967	10.4%	6,161	10.7%	6,308	11.0%
Snyder	14,549	532	3.7%	1,334	9.2%	1,910	13.1%	1,893	13.0%
Somerset	29,071	1,424	4.9%	3,128	10.8%	3,316	11.4%	3,608	12.4%
Sullivan	2,536	197	7.8%	177	7.0%	172	6.8%	285	11.2%
Susquehanna	15,639	1,149	7.3%	1,150	7.4%	1,699	10.9%	1,866	11.9%
Tioga	16,639	1,097	6.6%	1,421	8.5%	1,787	10.7%	2,326	14.0%
Union	14,301	753	5.3%	1,237	8.6%	1,154	8.1%	1,552	10.9%
Venango	21,342	1,342	6.3%	2,288	10.7%	2,738	12.8%	2,650	12.4%
Warren	16,271	1,164	7.2%	1,333	8.2%	2,009	12.3%	1,726	10.6%
Washington	87,665	5,674	6.5%	5,532	6.3%	6,629	7.6%	7,430	8.5%
Wayne	20,314	1,397	6.9%	1,641	8.1%	2,155	10.6%	2,264	11.1%
Westmoreland	154,385	9,619	6.2%	11,267	7.3%	11,215	7.3%	12,808	8.3%
Wyoming	10,892	719	6.6%	914	8.4%	979	9.0%	1,075	9.9%
York	180,207	9,924	5.5%	10,676	5.9%	13,416	7.4%	16,159	9.0%
<b>Total</b>	<b>5,235,339</b>	<b>386,430</b>	<b>7.4%</b>	<b>402,887</b>	<b>7.7%</b>	<b>440,411</b>	<b>8.4%</b>	<b>458,997</b>	<b>8.8%</b>



Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120  
1-800-692-7380  
[www.puc.pa.gov](http://www.puc.pa.gov)

