

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

Quarterly Update to UCARE Report

January – September 2025

*Public Utility Commission
Bureau of Consumer Services*

Introduction

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

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BCS Activity

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

January through September 2025

Industry	Residential Consumer Complaints	Residential PARs
Electric	6,989	21,900
Gas	1,581	7,235
Water	995	2,222
Telecommunications	1,041	11
Other*	68	187
Total	10,674	31,555

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

Major Electric Distribution Companies

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

January through September 2025

Company	Residential Consumer Complaints	Residential PARs
Duquesne	500	2,100
Met Ed	641	2,697
PECO	2,404	5,190
Penelec	543	2,641
Penn Power	137	709
PPL	938	5,261
West Penn	676	2,688
Total	5,839	21,286

Major Natural Gas Distribution Companies

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

January through September 2025

Company	Residential Consumer Complaints	Residential PARs
Columbia	134	484
National Fuel Gas (NFG)	57	262
Peoples	328	858
Philadelphia Gas Works (PGW)	517	2,856
UGI Gas	280	2,758
Total	1,316	7,218

Major Water Utilities

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

January through September 2025

Company	Residential Consumer Complaints	Residential PARs
Aqua PA	209	344
PA American	488	1,466
Pittsburgh Water	136	242
Total	833	2,052

Major Local Telecommunications Companies

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

January through September 2025

Company	Residential Consumer Complaints	Residential PARs
Brightspeed	337	0
Frontier Commonwealth	112	0
Verizon North	18	0
Verizon PA	443	6
Windstream	69	0
Total	979	6

Compliance

Snapshot of Residential Verified Infraction Statistics by Industry Informal Complaints Opened January through September 2025

ELECTRIC	Duquesne	Met Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	48	53	1,648	54	9	45	31
Title 66 and Other	0	0	45	2	1	0	1
Total	48	53	1,693	56	10	45	32
GAS	Columbia	NFG	Peoples	PGW	UGI Gas		
Chapter 56	9	2	18	83	50		
Title 66 and Other	1	1	2	6	3		
Total	10	3	20	89	53		
WATER	Aqua PA		PA American		Pittsburgh Water		
Chapter 56	103		85		22		
Title 66 and Other	2		3		3		
Total	105		88		25		
TELECOMMUNICATIONS	Brightspeed	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	29	4	0	4	1		
Chapter 63	429	49	8	335	39		
Chapter 64	60	3	0	16	1		
Title 66 and Other	102	6	2	51	6		
Total	620	62	10	406	47		

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

Glossary of Terms

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

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

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

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

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

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

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