

Utility Consumer Activities Report and Evaluation



2024

PENNSYLVANIA PUBLIC UTILITY COMMISSION

PAPUC



Utility Consumer Activities Report and Evaluation (UCARE) 2024

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Bureau of Consumer Services

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Executive Summary

The Public Utility Commission's (PUC's) Bureau of Consumer Services (BCS) presents its annual assessment of the major utilities in the 2024 Utility Consumer Activities Report and Evaluation (UCARE). Assembled in one comprehensive report, the UCARE focuses on case handling activity relative to the major electric, gas, water, and telecommunications utilities. The annual UCARE reports have been prepared to meet the statutory reporting requirement of [66 Pa.C.S. § 308\(d\)](#) and to communicate to the public and the utility industry how jurisdictional utilities performed relative to informal complaint activity in 2024.

Industry chapter summaries appear at the end of each of the [electric](#), [gas](#), [water](#), and [telecommunications](#) industry chapters to provide an overview of industry trends, analyses, and key individual utility performances.

The [Non-Major Utilities](#) chapter provides information and data for the non-major¹ utilities. It includes a table listing the non-major companies with residential informal complaints. The data in this table, formerly found in Appendix C, was included in the Non-Major Utilities chapter starting with the 2023 UCARE annual report.

Customer assistance programs for the water and telecommunications industries are highlighted in Chapters [7](#) and [8](#) of this annual UCARE report. Customer assistance programs for the electric and gas industries are presented in the [Universal Service Programs and Collections Performance reports](#).

In 2024, BCS received a total of 118,141 consumer contacts. Of those contacts, almost half (56,069 or 47.4%) needed further investigation ([Consumer Complaints](#) and [Payment Arrangement Requests](#) (PARs)). There were 2.6% less Consumer Complaints in 2024 compared to 2022 and 29.2% fewer than 2023. Although there were 24.9% more PARs in 2024 compared to 2022, there were 17.8% less than in 2023.

BCS also received 20,797 [Inquiries](#) in 2024, which was higher than the 16,953 received in 2022 and 17,301 in 2023. These Inquiries may also represent some non-jurisdictional dismissals. The top three reasons for contact, accounting for 60% of all Inquiries, were calls regarding termination or suspension of service, customers that did not qualify for a new PAR to maintain their utility service, and non-jurisdictional complaints.

Billing disputes were the number one reason for Consumer Complaints in the [electric](#), [gas](#), and [water](#) industries in 2024. The number one reason for residential [telecommunications](#) Consumer Complaints was unsatisfactory service.

A sample of complainants who contacted BCS was surveyed for the [BCS Feedback Survey](#). According to the 2024 survey results for the intake staff, 97.9% of complainants who contacted BCS rated the person they spoke with on the phone as "very polite" or "fairly polite" and 96.1% felt the BCS intake staff understood the complaint problem or issue. According to the survey results for the investigators, 56.9% of complainants who contacted BCS in 2024 rated the BCS's service as "excellent" or "good." When asked if they would contact the PUC again for help, 64.0% of complainants said "yes."

¹ See [Glossary of Terms](#).

1. Introduction

This Utility Consumer Activities Report and Evaluation (UCARE) is prepared annually by BCS in accordance with the requirements found at [66 Pa.C.S. § 308\(d\)](#). The report details utility compliance with statutes and regulations concerning residential customer service and billing matters as reflected in:

- Title 66 (Public Utility Code):
 - [Chapter 14 Responsible Utility Customer Protection Act²](#)
 - [Chapter 15 Service and Facilities](#)
 - [Chapter 22 Natural Gas Choice and Competition Act](#)
 - [Chapter 28 Electricity Generation Customer Choice and Competition Act](#)
 - [Chapter 30 Alternate Form of Regulation of Telecommunications Services](#)
- 52 Pa. Code:
 - [Chapter 53 Tariffs for Noncommon Carriers](#)
 - [Chapter 54 Electricity Generation Customer Choice](#)
 - [Chapter 55 Noncarrier Rates and Practices](#)
 - [Chapter 56 Standards and Billing Practices for Residential Utility Service](#)
 - [Chapter 57 Electric Service](#)
 - [Chapter 59 Gas Service](#)
 - [Chapter 62 Natural Gas Supply Customer Choice](#)
 - [Chapter 63 Telephone Service](#)
 - [Chapter 64 Standards and Billing Practices for Residential Telephone Service](#)
 - [Chapter 65 Water Service](#)
 - [Chapter 111 Marketing and Sales Practices for the Retail Residential Energy Market](#)
- Utility Tariffs approved by the PUC:
 - [Electric Tariffs](#)
 - [Natural Gas Tariffs](#)
 - [Water/Wastewater Tariffs](#)
 - [Telecommunications Tariffs](#)

The data presented in this report is obtained from informal complaints received by the BCS in 2024 concerning the electric, gas, water, and telecommunications industries under the PUC's jurisdiction. For comparative purposes, the 2024 data in this report is presented alongside data from prior years. Some data presented in this report is based on a representative sample of evaluated informal complaints. Those datasets were closed as of May 5, 2023, for 2022; as of April 12, 2024, for 2023; and as of August 22, 2025, for 2024.

² Despite the sunset of Chapter 14 on December 31, 2024, the provisions of Chapter 14 were applicable during the timeframe covered by this report.

2. The Bureau of Consumer Services

The Pennsylvania PUC's BCS was established by [66 Pa.C.S. § 308](#). BCS is charged with investigating and issuing final determinations on all informal complaints. BCS began investigating and writing decisions on informal complaints in April 1977. Since that time, BCS has resolved over 4.2 million informal complaints.

Informal Complaints Received by BCS

Informal complaints provide an avenue for consumers to voice concerns regarding their utility service and seek assistance from a neutral party. These are the foundation for BCS's compliance monitoring of utility performance. Complainants are required by statute and PUC regulations to attempt to resolve problems directly with utilities before filing a complaint or requesting a payment arrangement with the PUC. Although exceptions are permitted for extenuating circumstances, BCS generally processes complaints where the utility and its customers could not find mutually satisfactory resolutions to problems.

Contacts to BCS generally fall into three basic categories, including:

- Inquiries,
- Consumer Complaints, and
- PARs

BCS collectively refers to Consumer Complaint and PAR categories as "informal complaints." Inquiries are contacts resolved during the first contact or call-back. Inquiries include complaints that do not require further investigation on the part of BCS.

BCS reclassified some contacts that originated as Consumer Complaints and PARs into the Inquiry category because it is not appropriate to count these contacts as informal complaints. Examples include complaints that were found to be duplicates, complaints filed against the wrong utility, complaints filed against a non-jurisdictional utility, and complaints where customers had not previously contacted their utilities concerning their issue. Inquiries are excluded from the analysis in this report.

When a consumer contacts the PUC with a complaint against a utility, BCS notifies the utility that an informal complaint or PAR has been filed. The utility sends all records concerning the complaint to BCS, including records of its contacts with the complainant. A BCS investigator reviews the records, interacts with both the complainant and utility as necessary, renders a decision, and closes the informal complaint.

In 2024, BCS received 118,141 total contacts from consumers, including 56,069 contacts that required further investigation (Consumer Complaints and PARs) and 20,797 Inquiries. BCS determined that 90% of the 2024 complaints investigated and reviewed were appropriately processed by the subject utilities prior to BCS intervention.

This report focuses on Consumer Complaints and PARs. Consumer Complaints and PARs are received and assigned by BCS for further investigation. BCS defines Consumer Complaints as disputes related to utility billing, service delivery and repairs, etc. PARs are defined as contacts where the primary request is to establish payment terms on utility bill arrearages.

BCS Management of Informal Complaint Data

To manage and review complaint data effectively, BCS has an internal complaint database. BCS aggregates and analyzes the thousands of informal complaints it receives annually to identify trends and issues. The analysis is used by BCS to generate reports to the PUC, utilities, the General Assembly, and the public, presenting information regarding utility performance, industry trends, investigations, new policy issues, and the impact of utility or PUC policy.

Most of the data presented in this report is derived from the BCS’s complaint database; however, some statistics are derived from the Collections Reporting System (CRS), the Local Exchange Carrier Reporting System (LECRS), or the Compliance Tracking System (CTS). The CRS (electric and gas) and LECRS (telecommunications) provide valuable resources for measuring changes in utility collection performance, including the number of residential service terminations. The CTS maintains data about the number and type of apparent infractions attributable to the major utilities.

BCS Complaint Appeals

The Public Utility Code provides an appeal process for informal complaint decisions when a complainant or the utility does not agree with the outcome or result of a BCS determination. Complainants can pursue a separate process and file a formal appeal to seek a decision from a presiding officer in the PUC’s Office of Administrative Law Judge (OALJ).

The following table shows the portion of BCS informal complaints appealed to OALJ and the number of BCS informal complaints where the OALJ determined an outcome that was different from the BCS investigators’ original decision. (Note, formal complaint outcomes sometimes differ due to additional evidence being presented during the adjudication.) The majority of appealed BCS decisions at the formal level are resolved through settlements with the utility and the complainant. The rate of appeal is typically below 1% and the number of BCS informal complaints with different outcomes is minimal and affirms the accuracy of BCS determinations.

2020-24 Informal Complaint Appeal Rate

Year	BCS Informal Complaints	BCS Informal Complaints Appealed	Percent of BCS Informal Complaints Appealed	OALJ Outcome Different than BCS
2020	13,297	401	3.02%	3
2021	28,474	244	0.86%	0
2022	47,727	403	0.85%	0
2023	60,606	474	0.79%	2
2024	56,069	501	0.89%	5

BCS Feedback Survey

BCS surveys a sample of complainants who have contacted BCS. The surveys are distributed electronically. Separate surveys are used to monitor two different staffing roles, the intake staff who open the complaints, and the investigative staff, who investigate the complaints and issue the decisions.

In 2024, BCS distributed over 33,100 Intake Surveys and over 36,500 Investigative Surveys. The survey response rate in 2024 for intake staff was 10.4% and 6.1% for investigative staff.

The following table presents additional information regarding how complainants rated the service they received from BCS intake staff in 2022, 2023, and 2024. According to the survey results for the intake staff on the table below, 97.9% of complainants who contacted BCS in 2024 rated the person they spoke with on the phone as “very polite” or “fairly polite” and 96.1% felt the BCS intake staff understood the complaint problem or issue.

2022-24 Ratings of BCS Service – Intake

How easy was it to reach the PUC's Bureau of Consumer Services (BCS)?			
	2022	2023	2024
Very easy	59.6%	61.1%	64.3%
Fairly easy	29.2%	28.8%	26.6%
Somewhat Difficult	7.3%	6.7%	5.3%
Difficult	3.5%	3.0%	3.2%
Don't recall	0.2%	0.1%	0.2%
Was this the first time you contacted BCS about this problem?			
	2022	2023	2024
Yes	71.9%	75.9%	69.6%
No	25.2%	21.5%	27.1%
Don't recall	2.7%	2.4%	2.9%
If you contacted BCS by phone, how polite was the first person who helped you?			
	2022	2023	2024
Very polite	93.4%	92.7%	92.4%
Fairly polite	4.4%	5.1%	5.5%
Not very polite	0.7%	0.5%	0.5%
Not at all polite	0.5%	0.6%	0.6%
Don't recall	0.2%	0.3%	0.3%
Did not speak to a person	0.0%	0.0%	0.0%
Did the person seem interested in helping you with your problem?			
	2022	2023	2024
Very interested	86.6%	86.1%	86.2%
Fairly interested	10.2%	10.6%	10.6%
Not very interested	1.6%	1.4%	1.5%
Not at all interested	0.7%	0.9%	1.0%
Don't recall	0.3%	0.3%	0.1%
Did not speak to a person	0.3%	0.5%	0.3%
Do you feel like the person you spoke with at the PUC understood your problem?			
	2022	2023	2024
Yes	96.3%	95.8%	96.1%
No	2.6%	2.9%	2.6%
Don't recall	0.6%	0.4%	0.4%
Did not speak to a person	0.3%	0.4%	0.3%

The following table presents additional information about how complainants rated the service they received from BCS investigators in 2022, 2023, and 2024. According to the survey results for the investigators on the table that follows, 56.9% of complainants who contacted BCS in 2024 rated the BCS’s service as “excellent” or “good.” When asked if they would contact the PUC again for help, 64.0% of complainants said “yes.”

BCS has found that many factors influence survey results. As an example, surveys tend to have a self-selection bias, where those most dissatisfied with their complaint’s disposition are the most likely to respond to the survey. These and other factors are considered when evaluating the survey results in the tables below.

2022-24 Ratings of BCS Service – Investigators

How would you rate the service you received from the PUC (BCS)?			
	2022	2023	2024
Excellent	51.1%	44.2%	44.3%
Good	11.8%	13.1%	12.5%
Fair	10.0%	11.7%	13.0%
Poor	26.1%	29.7%	29.1%
How quickly did the PUC handle your request?			
	2022	2023	2024
Very quickly	44.3%	36.6%	37.1%
Fairly quickly	28.6%	26.8%	26.4%
Not very quickly	9.2%	12.2%	12.1%
Not at all quickly	9.6%	15.2%	15.8%
Don’t recall	1.4%	1.4%	1.3%
Have not heard from PUC	6.0%	6.7%	6.3%
How easy to understand was the information the PUC gave you in writing?			
	2022	2023	2024
Very easy	38.4%	37.7%	37.6%
Fairly easy	14.4%	17.7%	17.2%
Not very easy	3.3%	3.8%	4.5%
Not at all easy	4.8%	4.6%	5.5%
Don’t recall	2.5%	3.1%	2.2%
Did not receive anything in writing	35.2%	32.2%	32.1%
If you had another problem with a utility, would you contact the PUC again?			
	2022	2023	2024
Yes	69.0%	63.0%	64.0%
No	14.0%	17.6%	15.6%
Not sure	16.1%	18.6%	19.9%

Complaints Excluded from Analysis by BCS

Most contacts and complaints received by BCS fall into the categories described earlier in this chapter: Consumer Complaints, PARs, and Inquiries. However, some contacts received by BCS fall into categories that were excluded from the analyses presented later in this report. Examples of excluded contacts and complaints include:

- non-jurisdictional complaints,
- information requests that did not require investigation, and
- complainants who did not contact the utility prior to contacting the PUC.

Commercial complaints were also excluded from the data used in the analyses. Although BCS' regulatory authority is primarily confined to residential accounts, the Bureau processed 1,682 complaints from commercial customers in 2024, including 664 complaints related to loss of utility service.

Commercial Complaints Referred to OALJ for Mediation

BCS investigators may attempt to mediate a mutually acceptable agreement between small business/commercial customers and utilities. Many commercial complaints are referred to the OALJ Mediation Unit for Alternative Dispute Resolution, or the customer may choose to file a formal complaint by contacting the Secretary's Bureau.

2022-24 Mediated Complaints Referred to OALJ from BCS

ELECTRIC			
	2022	2023	2024
Duquesne	12	14	12
Met Ed	18	12	18
PECO ⁺	27	12	34
Penelec	14	8	20
Penn Power	12	5	4
PPL	12	24	30
UGI Electric	2	4	3
West Penn	18	18	31
GAS			
	2022	2023	2024
Columbia	2	4	4
NFG	1	1	1
Peoples	3	2	4
PGW	25	21	46
UGI Gas	23	18	26
WATER			
	2022	2023	2024
Aqua	3	3	2
PAWC	8	12	14
PWSA	1	0	4
Audubon	0	0	1
Columbia	0	4	0
Community Utilities	0	0	0
Newtown Artesian	0	0	0
Veolia Bethel*	0	0	n/a
Veolia PA*	0	0	1
York	0	0	0
TELECOMMUNICATIONS			
	2022	2023	2024
Brightspeed	0	0	0
Frontier Commonwealth	0	2	0
Verizon North	0	0	0
Verizon PA	3	2	1
Windstream	0	2	0

+PECO statistics include electric and gas.

*The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

3. Categories of Residential Consumer Complaints

Total Complaint Volume

The following table compares the number of all residential Consumer Complaints and PARs to the number of all small business/commercial Consumer Complaints and PARs processed by BCS in 2024. This table represents “investigated complaints” only and does not include Inquiries or complaints processed on the first call. All complaints that involved small business/commercial accounts were deleted from the analyses in the subsequent chapters. Wastewater and steam heat complaints are designated as “other” in this table and the tables that follow.

With respect to small business/commercial cases, BCS is not permitted to make payment arrangements and BCS does not issue decisions for commercial accounts with no residential end use. Instead, BCS investigators provide small business/commercial customers information regarding the utility’s position or attempts to mediate a mutually acceptable agreement regarding the disputed matter. The complaints are frequently referred to the OALJ Mediation Unit.

2024 Total Volume of Consumer Complaints and PARs to BCS

Industry*	Consumer Complaints		Payment Arrangement Requests	
	Residential	Commercial	Residential	Commercial
Electric	7,467	638	28,945	356
Gas	1,795	133	11,000	262
Water	1,205	108	2,758	43
Telecommunications	942	134	6	1
Other	100	5	169	2
Total	11,509	1,018	42,878	664

*See [Appendix A](#) for the Number of Residential Customers served by each major utility and industry in Pennsylvania.

Consumer Complaints Analyzed by BCS

Most Consumer Complaints regarding the electric, gas, water, wastewater, and steam heat industries deal with matters covered in Title 66 Chapter 14 the *Responsible Utility Customer Protection Act*, and Chapter 56 *Standards and Billing Practices for Residential Utility Service*.

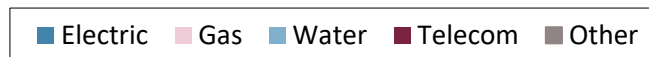
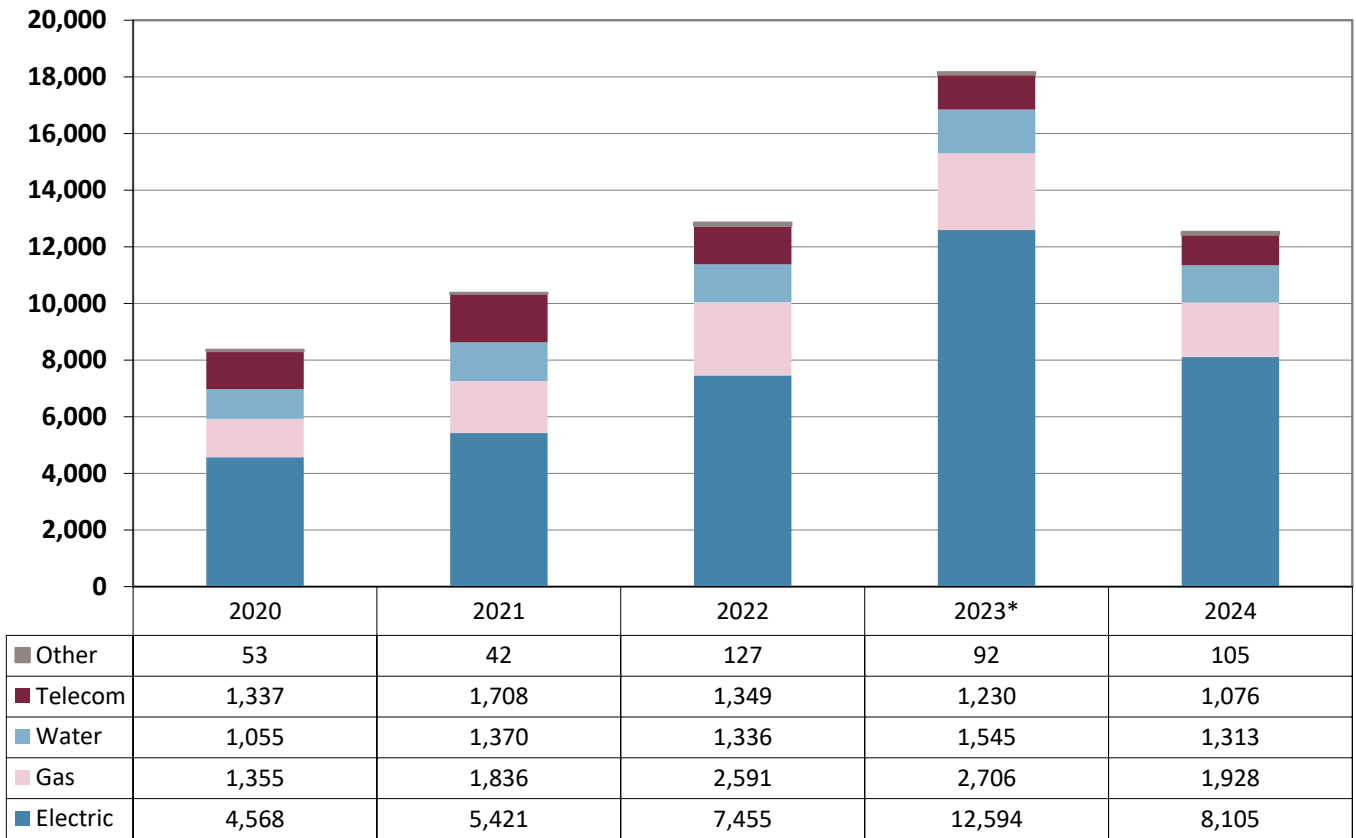
For the telecommunications industry, most Consumer Complaints deal with matters covered by Title 66 Chapter 30, *Alternative Form of Regulation of Telecommunications Services*, Chapters 63 and/or 64, *Telephone Service and Standards and Billing Practices for Residential Telephone Service*.

2022-24 Consumer Complaints by Industry

Industry	2022		2023		2024	
	#	%	#	%	#	%
Electric	7,455	58.0%	12,594	69.3%	8,105	64.7%
Gas	2,591	20.2%	2,706	14.9%	1,928	15.4%
Water	1,336	10.4%	1,545	8.5%	1,313	10.5%
Telecommunications	1,349	10.5%	1,230	6.8%	1,076	8.6%
Other	127	1.0%	92	0.5%	105	0.8%
Total	12,858	100.0%	18,167	100.0%	12,527	100.0%

The following graph presents a comparison of the combined number of residential and small business/commercial Consumer Complaints for 2020 to 2024.

2020-24 Consumer Complaints by Industry



*In 2023, the substantial increase in electric Consumer Complaints was largely driven by the significant billing issues at PPL. See Docket No. [M-2023-3038060](#).

The following table presents a comparison of the number of residential and commercial Consumer Complaints for 2022, 2023, and 2024.

2022-24 Consumer Complaints Residential and Commercial Breakdown

Industry	Consumer Complaints					
	Residential			Commercial		
	2022	2023	2024	2022	2023	2024
Electric	6,868	11,957	7,467	587	637	638
Gas	2,423	2,564	1,795	168	142	133
Water	1,234	1,453	1,205	102	92	108
Telecommunications	1,201	1,077	942	148	153	134
Other	117	84	100	10	8	5
Total	11,843	17,135	11,509	1,015	1,032	1,018

Classification of Consumer Complaints

BCS categorizes residential complaints into 14 categories for electric, gas, and water utilities and 11 categories for telecommunications utilities. Tables showing the percent of complaints in each category appear in the [electric](#), [gas](#), [water](#), and [telecommunications](#) industry chapters. BCS analyzes the categories that generate the most complaints and often discusses the findings with individual utilities to encourage them to make necessary revisions to their complaint handling procedures.

Payment Arrangement Requests

PARs are requests for payment arrangement terms that fall into one of the following situations:

- Suspension/termination of service is pending,
- Service has been terminated and the complainant needs payment terms to have service restored, or
- The complainant wants to eliminate a debt or a past-due balance.

For the telecommunications industry, most of the complaints found in the PAR category deal with matters covered by Chapter 30, *Alternative Form of Regulation of Telecommunications Services*, Chapters 63 and/or 64, *Telephone Service and Standards and Billing Practices for Residential Telephone Service*. For the telecommunications industry, PARs are principally contacts to BCS or to utilities involving a request for payment terms for arrearages associated with basic service. Although Chapter 64 uses the term “payment agreement,” “payment arrangement” has been used throughout this report for consistency.

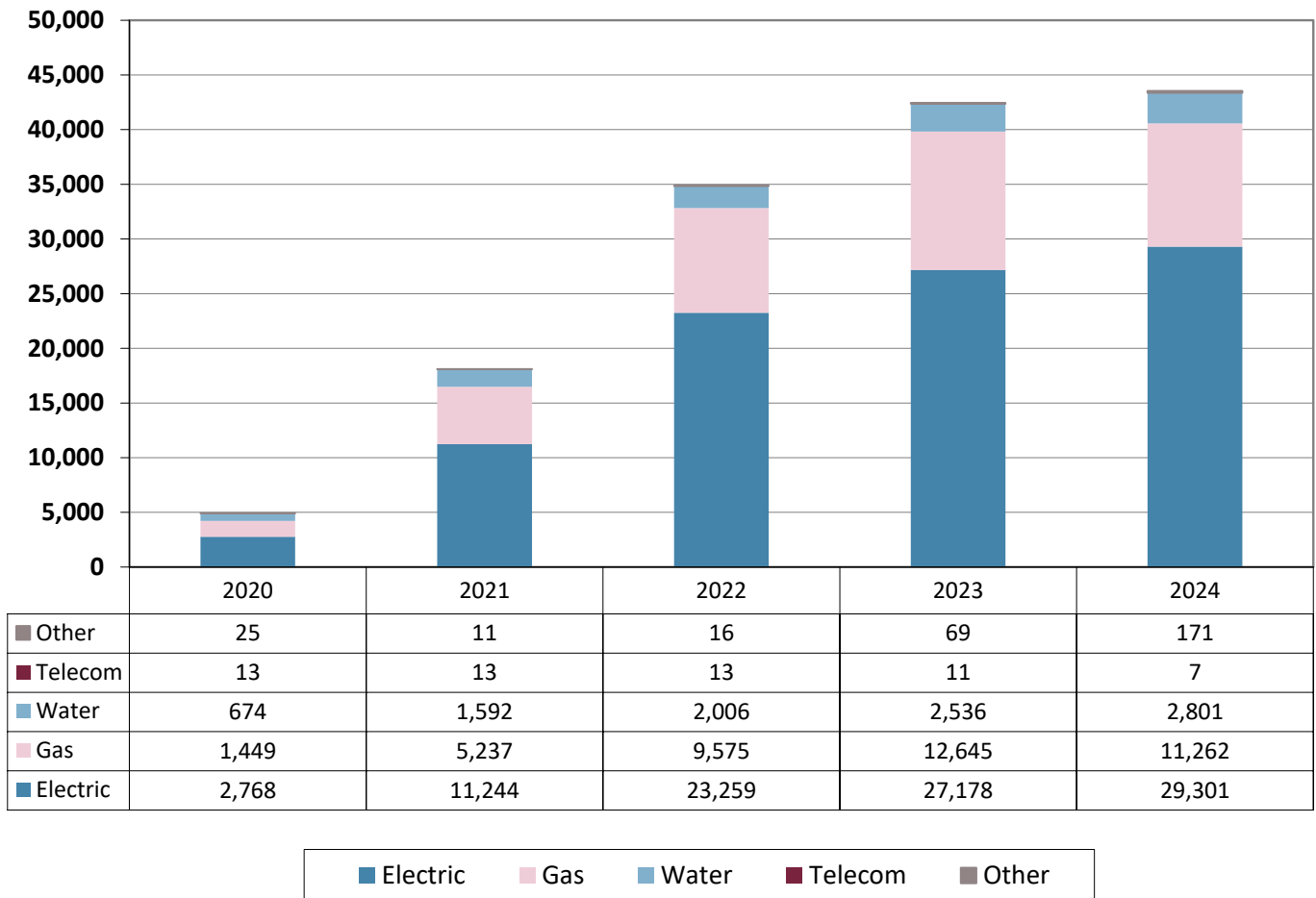
All measures in this report pertaining to PARs are based on assessments of contacts to BCS from individual complainants. As with Consumer Complaints, complainants contacted their utility prior to contacting BCS. During 2024, BCS processed 43,542 PARs from customers of the utilities under the PUC’s jurisdiction.

2022-24 PARs by Industry

Industry	2022		2023		2024	
	#	%	#	%	#	%
Electric	23,259	66.7%	27,178	64.0%	29,301	67.3%
Gas	9,575	27.5%	12,645	29.8%	11,262	25.9%
Water	2,006	5.8%	2,536	6.0%	2,801	6.4%
Telecommunications	13	0.0%	11	0.0%	7	0.0%
Other	16	0.0%	69	0.2%	171	0.4%
Total	34,869	100.0%	42,439	100.0%	43,542	100.0%

The following graph presents a comparison of the combined number of residential and small business/commercial PARs for 2020 to 2024.

2020-24 PARs by Industry



The following table presents a comparison of the number of residential and small business/commercial PARs for 2022, 2023, and 2024.

2022-24 PARs
Residential and Commercial Breakdown

Industry	Payment Arrangement Requests					
	Residential			Commercial		
	2022	2023	2024	2022	2023	2024
Electric	23,058	26,950	28,945	201	228	356
Gas	9,408	12,375	11,000	167	270	262
Water	1,991	2,519	2,758	15	17	43
Telecommunications	13	11	6	0	0	1
Other	15	66	169	1	3	2
Total	34,485	41,921	42,878	384	518	664

Inquiries

BCS received 20,797 total inquiries in 2024, which was higher than the 16,953 received in 2022 and 17,301 in 2023 (refer to [Appendix D](#) for the 2022 and 2023 inquiry data). Inquiries are contacts that did not require follow-up investigation beyond the initial contact or call-back. The Inquiries for 2024 include contacts to BCS via the Consumer Complaint Hotline, mail, PUC website, fax, and email.

The 995 Reclassified Inquiries in 2024 accounted for 5% of total Inquiries. By comparison, there were 1,231 reclassified inquiries in 2022 and 1,305 in 2023. The 2024 reclassified inquiries are included within the categories listed in the following table.

BCS reclassifies certain payment-arrangement-related contacts as Inquiries rather than opening a PAR. As a result, the PAR counts presented in this report do not reflect all consumer requests for payment assistance received by BCS. For example, BCS does not issue payment decisions for customers enrolled in utility Customer Assistance Programs (CAPs) or for certain requests involving toll or non-basic telecommunications service. In addition, repeat requests without a significant change in income or circumstances are dismissed at initial contact and recorded as Inquiries. Although these reclassified contacts are included in the Inquiry totals shown in the following table, they are not captured in the PAR tables, and PAR volumes should be interpreted accordingly.

BCS also reclassifies some contacts that originated as Consumer Complaints into the Inquiry category, such as complaints that were found to be duplicates, complaints filed against the wrong utility, complaints filed against a non-jurisdictional utility, and complaints where customers had not previously contacted their utilities concerning their issue.

2024 Inquiry Reason for Contact Categories

Reason for Contact	Number	Percent
Termination or suspension of service	4,916	23.6%
Unable to open new PAR – service on	4,490	21.6%
PUC has no jurisdiction	2,810	13.5%
CAP inquiry/contact	2,143	10.3%
Billing dispute	1,050	5.0%
Request for general information	917	4.4%
Rate protest	566	2.7%
Applicant/deposit issue	517	2.5%
Competition issues and requests for information	459	2.2%
Service (utility facilities)	338	1.6%
People-delivered utility service*	335	1.6%
Unable to open new PAR – service off	178	0.9%
Weather outage	52	0.3%
Cramming*	0	0.0%
Rate complaint	0	0.0%
Slamming*	0	0.0%
Other miscellaneous reasons**	1,242	6.0%
Reason for contact is not available	784	3.8%
Total	20,797	100.0%

*Please refer to the [Glossary of Terms](#).

**Other Miscellaneous Reasons includes, but is not limited to, contacts not requiring further investigation related to sales issues, Lifeline/Link-up, healthcare facilities, etc.

4. Performance Measures

Informal complaints filed with the PUC are indicators of utility complaint-handling performance. Utility customers are required to contact their utility about the problem prior to contacting BCS. BCS reviews utility records to evaluate the handling of each complaint. The informal compliance evaluation process includes several assessments that form the basis of the performance measures presented in the electric, gas, water, and telecommunications industry chapters of this report³, apart from the number of terminations and termination rate. Many of the performance measures are shown as rates, calculated per 1,000 residential customers to allow comparison between utilities. [Appendix A](#) provides the number of residential customers for the major companies in each of the industries in 2022, 2023, and 2024. The tables in the following electric, gas, water, and telecommunications industry chapters present the data alphabetically by utility name for major utilities, as defined within the sections.

Informal Compliance Evaluation Process and Infractions

The BCS informal compliance evaluation process includes notifying the utility of an alleged infraction or violation of a statute or regulation and provides written clarifications of Chapters 14, 30, 56, 63, or 64, and the policies of the PUC and BCS.

The utility has the opportunity to respond and may dispute the infraction by providing details and supporting documentation to disprove the infraction. BCS provides a final determination to the utility regarding the infraction. If the information about the infraction is accurate, BCS expects the utility to take corrective action to address the problem or deficiency that led to the infraction. Examples of corrective action may include modification of a system or correction of a systems issue; revision of utility procedures/practices, the text of a notice, bill, or letter; and/or additional staff training.

The informal compliance process is designed to help BCS identify systemic errors and to ensure compliance. An example of a systemic error would be a termination notice that does not comply with the requirements of Chapter 56. Each recipient of the notice would be affected by that error. When an error is discovered, BCS requires utilities to investigate the scope of the problem and take corrective action.

Total Complaint Rate

The Total Complaint Rate for each utility is the number of all complaints (Consumer Complaints, PARs, and Inquiries combined) per 1,000 residential customers. This calculation allows comparisons among utilities of various sizes.

Consumer Complaint Rate

Like the total complaint rate, the Consumer Complaint rate (Consumer Complaints per 1,000 residential customers) permits the reader to make comparisons among utilities of various sizes. Consumer

³ It is important to note that this is not the only report BCS produces to assess utility performance. For example, residential termination and reconnection statistics for electric, gas, and water utilities are reported by the utilities as required by Chapter 56 at § 56.231 and posted on the PUC website at <https://www.puc.pa.gov/filing-resources/reports/terminations-for-electric-gas-water-companies/>.

Complaint rates and statistically significant changes in Consumer Complaint rates from one year to the next are often indicative of patterns and trends that should be investigated.

Justified Consumer Complaint Rate

BCS policy analysts review a representative sample of informal complaints and utility records to determine if the utility took appropriate action when handling consumer contacts. BCS uses the informal compliance evaluation process to identify whether the utility followed the correct procedures prior to the intervention of BCS. This approach focuses strictly on the utility's compliance with applicable statutes and regulations.

BCS considers a complaint "justified" if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. The "Justified Consumer Complaint Rate" reflects both volume and percent of complaints found justified and is the ratio of the estimated number of justified Consumer Complaints per 1,000 residential customers. The justified Consumer Complaint rate is a normalized ratio useful for comparing utility performance over time among the various utility companies. BCS considers this internal metric to be a better indicator of a utility's complaint handling performance.

BCS monitors the complaint rates and justified complaint rates of the major utilities. When BCS finds below-average performance, it may indicate improper dispute handling. In the electric, gas, water, and telecommunications industry chapters that follow, BCS compares the Consumer Complaint rates, the justified Consumer Complaint rates, and the overall percent of justified Consumer Complaints of the major utilities.

Percent of Justified Consumer Complaints

The percent of justified Consumer Complaints is the estimated number of justified complaints divided by the total number of complaints received. This measures all the complaints, rather than the representative sample of complaints evaluated.

Response Time to Consumer Complaints

When a consumer contacts BCS with a complaint about a utility, the utility is notified. The utility sends BCS the record of its contacts with the complainant about that specific complaint. The utility has up to 30 days to send BCS the initial informal complaint report or up to five days if the complainant is without service.

"Response time" is the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility's response to BCS Consumer Complaints.

Average response time includes all residential Consumer Complaints except complaints processed through CURE (Customer & Utility Resolution Effort). CURE is a voluntary program between BCS and the participating utilities designed to better manage workload, improve customer satisfaction, and reduce costs. If the utility wants to follow the CURE process, it contacts the complainant and attempts to achieve a resolution. If mutual satisfaction is reached, the utility and complainant notify BCS the informal complaint can be closed without further investigation, and the utility isn't required to submit a full utility report.

In the electric, gas, water, and telecommunications industry chapters, response time is presented as the average of a utility's responses in the tables titled "Average Response Time to BCS."

PAR Rate

BCS may offer a payment arrangement to a complainant in accordance with Chapter 14. The volume of PARs may fluctuate from year to year, or even from month to month, depending upon utility collection strategies and economic factors. The calculation of the PAR rate (PARs per 1,000 residential customers) permits the reader to make comparisons among utilities. Unusually high or low rates and significant changes in rates from one year to the next may indicate areas that need further investigation or PUC action.

Justified PAR Rate

BCS considers a PAR “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. The justified PAR rate is an internal BCS metric useful for comparing utility performance. The justified PAR rate is the ratio of the estimated number of justified PARs per 1,000 residential customers.

BCS receives many PAR requests that have no other issues. BCS created an automated process to streamline most of these PARs, called AutoPAR. *AutoPARs are not evaluated, therefore, they are not included in the estimated number of justified complaints. AutoPARs are included in the total number of PAR complaints received by BCS.*

In cases where the utility asserts that factors beyond the payment arrangement are in dispute, or where the complainant is not eligible for a PUC payment plan, a BCS investigator manually reviews the record and issues a determination.

In an evaluation of a representative sample of disputed PAR complaints, BCS policy analysts determine if the utility complied with regulations and statutes. BCS monitors the justified PAR rates for below-average performance and improper dispute handling. These are the complaints that appear in the justified PAR tables within this report. In the chapters that follow, BCS compares the justified PAR rates of the major utilities.

Percent of Justified PARs

The percentage of justified PARs is the estimated number of justified complaints divided by the total number of PAR complaints received (multiplied by 100). The measure considers all complaints, including AutoPARs, rather than the representative sample of PAR complaints evaluated in the informal compliance process.

Response Time to PARs

When a complainant contacts BCS for a PAR, BCS notifies the utility. The utility sends BCS the record of its contacts with the complainant about that specific concern, including the results of the most recent payment negotiation, if any. The utility has up to 30 days to send BCS the initial informal complaint report or up to five days if the complainant is without service.

“Response time” is the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS PAR complaints.

The calculation for average response excludes undisputed PARs (AutoPARs) and CURE complaints. CURE is a voluntary program between BCS and the participating utilities designed to better manage workload, improve customer satisfaction, and reduce costs. If the utility wants to follow the CURE process, it contacts

the complainant and attempts to achieve a resolution. If mutual satisfaction is reached, the utility and complainant notify BCS the informal complaint can be closed without further investigation, and the utility isn't required to submit a full utility report.

In the following electric, gas, water, and telecommunications industry chapters, response time is presented as the average of a utility's responses in the tables titled "Average Response Time to BCS."

Termination Rate

The termination statistics and the number of residential customers for the electric, gas, and water utilities are drawn from reports required by Chapter 56 at 52 Pa. Code § 56.231. Telecommunications termination statistics and number of residential customers are drawn from reports required by Chapter 64 at 52 Pa. Code § 64.201.

BCS views termination of utility service as a utility's last resort when customers fail to meet their payment obligations. The "termination rate" allows the reader to compare termination activity between utilities.

Previously the termination rate for the telecommunications industry was calculated in the UCARE reports as the number of terminations per 1,000 residential customers; however, the termination rate for the telecommunications industry is now being calculated consistently with the other industries as defined below.

The termination rate for the electric, gas, water, and telecommunications industries is the number of service terminations divided by the number of residential customers.

Infraction Rate

BCS compares utilities of various sizes within an industry by using a measure called the infraction rate. The infraction rate is the number of verified infractions per 1,000 residential customers.

The infraction rate tables in the chapters that follow do not show the causes of the individual infractions, repetitive occurrences due to systemic issues or indicate the level of seriousness of infractions related to health and safety.

This compliance measure shows industry trends over time. Generally, trends may change as complaints for that year continue to be evaluated into the new year, and utilities may subsequently challenge a BCS determination. For example, complaints closed in November and December may not be evaluated by BCS until the new year, and utilities may subsequently challenge BCS infractions. Thus, the total number of infractions for the year may change from the number cited in the current report. BCS will update the 2023 infraction rates in the 2024 report.

Infraction rates are shown for 2022, 2023, and 2024 in the upcoming electric, gas, water, and telecommunications industry chapters. The electric, gas, and water industry chapters show the infractions of Chapter 56, Chapter 14, and other applicable regulations. The telecommunications industry chapter shows the infractions of Chapters 30, 63, 64, and other applicable regulations.

Universal Service and Energy Conservation Programs / Other Low-Income Programs

Universal service and energy conservation programs help low-income utility customers maintain service and conserve energy. While not a performance measure that is reviewed during the informal compliance evaluation process, BCS monitors and evaluates these programs to help the PUC fulfill its oversight

responsibilities, increasing the effectiveness of utility collections while protecting the public's health and safety.

Electric and gas universal service programs include: Customer Assistance Programs (CAP); Low-Income Usage Reduction Programs (LIURP); Hardship Fund Programs; and Customer Assistance and Referral Evaluation Services (CARES) programs. An explanation of each of these programs is included in the Glossary of Terms.

In December 2025, the PUC released the 25th annual report on Universal Service Programs and Collections Performance, which presents 2024 universal service and collections data for the major EDCs and NGDCs. The Universal Service Programs and Collections Performance reports are available on the PUC's website at: <https://www.puc.pa.gov/filing-resources/reports/universal-service-reports/>

Water and telecommunications utilities also offer programs to assist low-income customers. At the end of the water and telecommunications chapters that follow, readers will find highlights of these programs.

5. Electric Industry

In 2024, 15 electric distribution companies (EDCs) were regulated by the PUC. The majority of Consumer Complaints and PARs concerned the seven major EDCs: Duquesne Light Co. (**Duquesne**), PECO Energy Co. (**PECO**), PPL Electric Utilities Inc. (**PPL**), and the four FirstEnergy companies – Metropolitan Edison Co. (**Met Ed**), Pennsylvania Electric Co. (**Penelec**), Pennsylvania Power Co. (**Penn Power**), and West Penn Power Co. (**West Penn**). This chapter will focus exclusively on those seven utilities. See the [Non-Major Utilities](#) chapter for complaints regarding the non-major electric companies.

On December 7, 2023, the PUC approved a joint settlement⁴ that addressed all issues related to the consolidation of Met Ed, Penelec, Penn Power, and West Penn into the FirstEnergy Pennsylvania Electric Company. Under the terms of the settlement, the current rate structure of each rate district will continue over a period covering three rate cases filed on or after January 1, 2025, or ten years from the date of the PUC’s approval of the merger, whichever comes first. In the meantime, BCS has continued tracking the FirstEnergy data separately by each individual rate district.

The statistics in the tables on the pages that follow depict the performance of each of the seven major electric utilities in 2024. The major electric utilities are those that have more than 100,000 residential customers. The tables in this chapter also include UGI Electric, a large non-major EDC with fewer than 100,000 residential customers. Previously, UGI Electric was only included in the appendix of the report. Several years ago, it was included into the Electric chapter. In some circumstances, statistics for the non-major utilities can skew industry averages in ways that do not fairly represent industry performance. For this reason, BCS excluded the statistics involving UGI Electric when it calculated the electric industry averages. PECO’s statistics include data for both electric and gas service. BCS also removed supplier complaints from the data it used to prepare the tables on Consumer Complaints and PARs and addresses these complaints in a separate section of the report.

⁴ <https://www.puc.pa.gov/pcdocs/1808189.pdf>.

Total Complaint Numbers and Rates

The following table shows the total number of complaints: Consumer Complaints, PARs, and Inquiries combined. The total complaint rate is the total number of complaints per 1,000 residential customers.

2022-24 Residential Total Complaint Numbers/Rates Major Electric Distribution Companies

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Duquesne	3,646	6.68	4,328	7.90	5,442	9.89
Met Ed	3,977	7.72	4,930	9.51	6,887	13.22
PECO ⁺	9,492	6.17	9,951	6.43	7,681	4.94
Penelec	4,357	8.70	5,063	10.11	6,781	13.55
Penn Power	1,329	8.92	1,454	9.71	1,858	12.37
PPL	7,348	5.85	13,832	10.96	10,492	8.28
UGI Electric	708	12.84	964	17.47	809	14.63
West Penn	4,756	7.53	5,364	8.48	6,863	10.82
Total	35,613		45,886		46,813	
Industry Average*		6.79		8.71		8.88

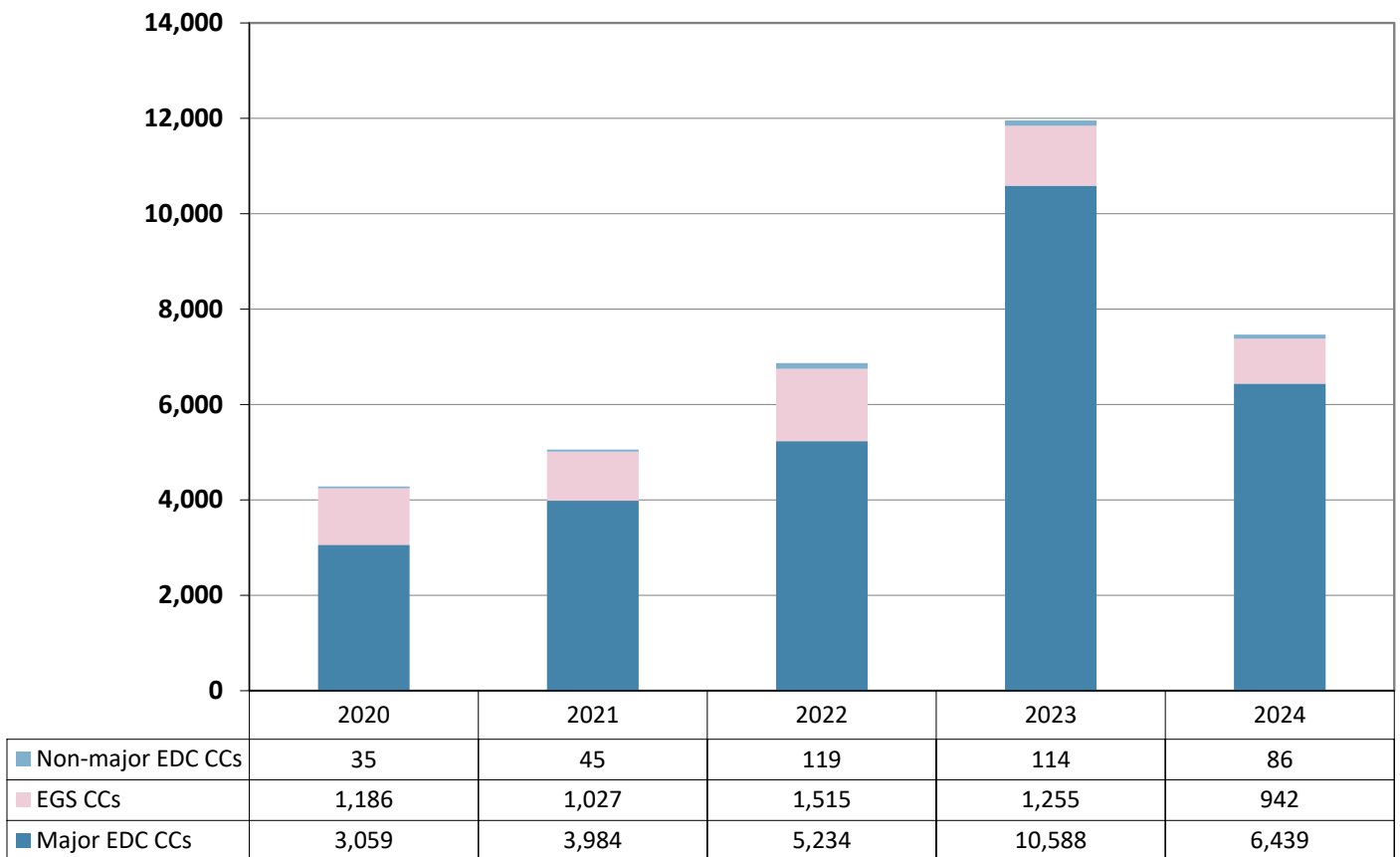
*Does not include UGI Electric.

+PECO statistics include electric and gas.

Consumer Complaints

During 2024, BCS processed 7,467 Consumer Complaints from residential electric consumers of the various EDCs (6,525) and EGSs (942). The seven major EDCs represented 86% (6,439) of the total Consumer Complaints. The following graph presents a comparison of the number of residential Consumer Complaints for the electric industry from 2020 to 2024.

2020-24 Residential Consumer Complaints (CCs) - Electric



Consumer Complaint Categories

The following table shows the number and percentage of 2024 complaints in each of the 14 categories used by BCS policy analysts for compliance evaluation. These categories are based on all BCS evaluated residential complaints filed in 2024. See [Appendix C-1](#) for an explanation of the categories.

2024 Number and Percent of Evaluated Consumer Complaints by Dispute Category Major Electric Distribution Companies

Category	Duquesne	Met Ed	PECO ⁺	Penelec	Penn Power	PPL	UGI Electric	West Penn	Electric Industry*
Billing Disputes	93	119	164	143	35	129	19	90	792
	21%	27%	37%	32%	23%	28%	29%	20%	27%
Termination or PAR Procedures	116	38	30	68	20	55	10	62	399
	26%	9%	7%	15%	13%	12%	15%	14%	14%
Service Interruptions	30	78	21	33	10	62	5	46	285
	7%	18%	5%	7%	7%	13%	8%	10%	10%
Personnel Problems	36	39	45	34	19	32	5	28	238
	8%	9%	10%	8%	12%	7%	8%	6%	8%
Service Quality	23	32	34	21	11	30	3	41	195
	5%	7%	8%	5%	7%	7%	5%	9%	7%
Credit and Deposits	15	31	30	37	23	7	4	36	183
	3%	7%	7%	8%	15%	2%	6%	8%	6%
Damages	28	17	16	14	6	29	2	48	160
	6%	4%	4%	3%	4%	6%	3%	11%	6%
Other Payment Issues	22	21	25	28	10	16	1	23	146
	5%	5%	6%	6%	7%	3%	2%	5%	5%
Discontinuance / Transfer	26	16	20	12	3	16	5	13	111
	6%	4%	5%	3%	2%	3%	8%	3%	4%
Metering	2	6	11	9	0	15	2	4	49
	<1%	1%	2%	2%	0%	3%	3%	1%	2%
Scheduling Delays	3	9	10	7	2	1	0	16	48
	1%	2%	2%	2%	1%	<1%	0%	4%	2%
Rates	0	1	2	0	1	1	0	1	6
	0%	<1%	<1%	0%	1%	<1%	0%	<1%	<1%
Service Extensions	1	0	1	0	1	0	0	2	5
	<1%	0%	<1%	0%	1%	0%	0%	<1%	<1%
All Other Problems	44	27	35	39	12	68	10	37	272
	10%	6%	8%	9%	8%	15%	15%	8%	9%
Total	439	434	444	445	153	461	66	447	2,889

*The Electric Industry column includes UGI Electric in the total number, while the industry average percentage does not.

+PECO statistics include electric and gas.

Consumer Complaint Rate, Justified Consumer Complaint Rate, and Percent of Justified Consumer Complaints

The following tables show the Consumer Complaint Rate, the Justified Consumer Complaint Rate, and the Percent of Justified Consumer Complaints for each major EDC in 2022, 2023, and 2024. A complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The Consumer Complaint Rate is the number of Consumer Complaints per 1,000 residential customers. The Justified Consumer Complaint numbers are estimated based on the number of Consumer Complaints when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified Consumer Complaint rate is the ratio of the estimated number of Justified Consumer Complaints per 1,000 residential customers based on a representative sample of complaints. The Justified Consumer Complaint rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The percentage of justified Consumer Complaints is the estimated number of Justified Consumer Complaints divided by the total number of complaints received (multiplied by 100).

The substantial increase in 2023 of Consumer Complaints, as well as the justified Consumer Complaints, for the electric industry was largely driven by the significant billing issues at PPL, which resulted in 5,902 Consumer Complaints for PPL in 2023.

2024 Residential Consumer Complaint Rate, Justified Consumer Complaint Rates, and Percent of Justified Consumer Complaints Major Electric Distribution Companies

Utility	Consumer Complaint Rate	Justified Consumer Complaint Rate	Percent of Justified Consumer Complaints
Duquesne	1.11	0.05	4.6%
Met Ed	1.73	0.08	4.4%
PECO ⁺	1.21	0.16	12.8%
Penelec	1.54	0.07	4.5%
Penn Power	1.23	0.02	2.0%
PPL	1.07	0.06	5.9%
UGI Electric	1.34	0.06	4.5%
West Penn	1.16	0.03	2.5%
Industry Average*	1.29	0.07	6.9%

*Does not include UGI Electric.

+PECO statistics include electric and gas.

**2022-24 Residential Consumer Complaint Numbers/Rates
Major Electric Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Duquesne	639	1.17	624	1.14	613	1.11
Met Ed	635	1.23	792	1.53	899	1.73
PECO ⁺	1,613	1.05	1,527	0.99	1,877	1.21
Penelec	619	1.24	679	1.36	771	1.54
Penn Power	170	1.14	208	1.39	185	1.23
PPL	806	0.64	5,902	4.68	1,355	1.07
UGI Electric	112	2.03	104	1.88	74	1.34
West Penn	752	1.19	856	1.35	739	1.16
Total	5,346		10,692		6,513	
Industry Average*		1.09		1.78		1.29

*Does not include UGI Electric.

+PECO statistics include electric and gas.

**2022-24 Justified Residential Consumer Complaint Numbers/Rates
Major Electric Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Duquesne	67	0.12	31	0.06	28	0.05
Met Ed	58	0.11	48	0.09	39	0.08
PECO ⁺	187	0.12	120	0.08	241	0.16
Penelec	55	0.11	44	0.09	35	0.07
Penn Power	11	0.07	9	0.06	4	0.02
PPL	48	0.04	2,102	1.67	79	0.06
UGI Electric	5	0.09	7	0.13	3	0.06
West Penn	73	0.12	32	0.05	18	0.03
Total	504		2,393		447	
Industry Average*		0.10		0.30		0.07

*Does not include UGI Electric.

+PECO statistics include electric and gas.

**2022-24 Number/Percent of Justified Residential Consumer Complaints
Major Electric Distribution Companies**

Utility	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	67	10.5%	31	5.0%	28	4.6%
Met Ed	58	9.1%	48	6.1%	39	4.4%
PECO ⁺	187	11.6%	120	7.9%	241	12.8%
Penelec	55	8.9%	44	6.5%	35	4.5%
Penn Power	11	6.5%	9	4.3%	4	2.0%
PPL	48	6.0%	2,102	35.6%	79	5.9%
UGI Electric	5	4.5%	7	6.7%	3	4.5%
West Penn	73	9.7%	32	3.7%	18	2.5%
Total	504		2,393		447	
Industry Average*		9.5%		22.5%		6.9%

*Does not include UGI Electric.

+PECO statistics include electric and gas.

Consumer Complaint Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS Consumer Complaints. Average response time includes all residential EDC Consumer Complaints except complaints processed through CURE.

2022-24 Average Response Time to BCS Residential Consumer Complaints Major Electric Distribution Companies

Utility	Number of Days		
	2022	2023	2024
Duquesne	16.6	15.6	16.5
Met Ed	18.6	15.2	15.9
PECO ⁺	16.6	16.6	21.8
Penelec	19.0	14.9	16.9
Penn Power	18.8	14.9	15.8
PPL	24.6	17.2	21.2
UGI Electric	12.1	19.6	17.8
West Penn	18.8	15.9	16.5
Industry Average*	18.4	16.5	18.7

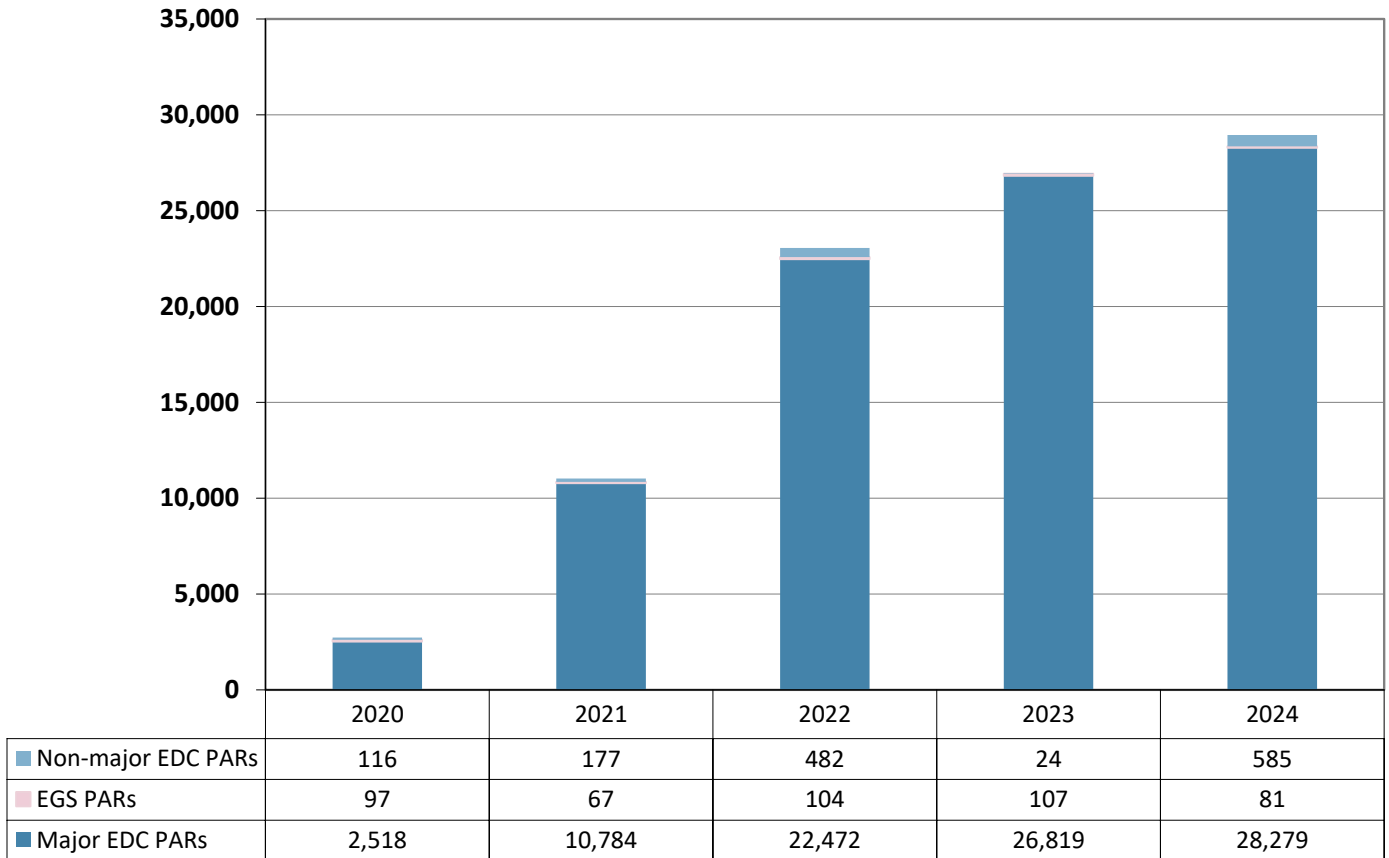
*Does not include UGI Electric.

+PECO statistics include electric and gas.

Payment Arrangement Requests

During 2024, BCS processed 28,945 PARs from residential electric customers of the various EDCs (28,864) and EGSs (81). The seven major EDCs represented 98% (28,279) of the total PARs. The following graph presents a comparison of the number of residential PARs for the electric industry from 2020 to 2024.

2020-24 Residential PARs - Electric



PAR Rate, Justified PAR Rate, and Percent of Justified PARs

The following tables show the PAR Rate, the Justified PAR Rate, and the Percent of Justified PARs for each major EDC in 2022, 2023, and 2024. A PAR complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The PAR Rate is the number of PARs per 1,000 residential customers. The Justified PAR numbers are estimated based on the number of PARs when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified PAR Rate is the ratio of the ratio of the estimated number of justified PARs per 1,000 residential customers based on a representative sample of complaints. The Justified PAR rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The Percent of Justified PARs is the estimated number of justified complaints divided by the total number of complaints received (multiplied by 100).

2024 Residential PAR Rates, Justified PAR Rates, and Percent of Justified PARs Major Electric Distribution Companies

Utility	PAR Rate	Justified PAR Rate	Percent of Justified PARs
Duquesne	6.18	0.24	3.8%
Met Ed	8.25	0.43	5.2%
PECO ⁺	2.79	0.46	16.4%
Penelec	8.46	0.35	4.1%
Penn Power	8.14	0.59	7.2%
PPL	5.06	0.18	3.7%
UGI Electric	10.36	0.44	4.2%
West Penn	6.90	0.30	4.4%
Industry Average*	6.54	0.36	6.2%

⁺PECO statistics include electric and gas.

*Does not include UGI Electric.

**2022-24 Residential PAR Numbers/Rates
Major Electric Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Duquesne	2,334	4.28	2,743	5.00	3,401	6.18
Met Ed	2,493	4.84	3,127	6.03	4,297	8.25
PECO+	6,072	3.95	6,773	4.37	4,336	2.79
Penelec	2,768	5.52	3,281	6.55	4,235	8.46
Penn Power	871	5.85	977	6.53	1,223	8.14
PPL	4,953	3.94	5,891	4.67	6,410	5.06
UGI Electric	475	8.62	662	12.00	573	10.36
West Penn	2,981	4.72	3,365	5.32	4,377	6.90
Total	22,947		26,819		28,852	
Industry Average*		4.73		5.50		6.54

*Does not include UGI Electric.

+PECO statistics include electric and gas.

**2022-24 Justified Residential PAR Numbers/Rates
Major Electric Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Duquesne	33	0.06	109	0.20	130	0.24
Met Ed	38	0.07	101	0.19	223	0.43
PECO+	75	0.05	287	0.19	710	0.46
Penelec	61	0.12	151	0.30	175	0.35
Penn Power	21	0.14	46	0.31	89	0.59
PPL	43	0.03	157	0.12	235	0.18
UGI Electric	22	0.40	30	0.54	24	0.44
West Penn	31	0.05	89	0.14	191	0.30
Total	324		970		1,777	
Industry Average*		0.08		0.21		0.36

*Does not include UGI Electric.

+PECO statistics include electric and gas.

**2022-24 Number/Percent of Justified Residential PARs
Major Electric Distribution Companies**

Utility	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	33	1.4%	109	4.0%	130	3.8%
Met Ed	38	1.5%	101	3.2%	223	5.2%
PECO ⁺	75	1.2%	287	4.2%	710	16.4%
Penelec	61	2.2%	151	4.6%	175	4.1%
Penn Power	21	2.4%	46	4.7%	89	7.2%
PPL	43	0.9%	157	2.7%	235	3.7%
UGI Electric	22	4.6%	30	4.5%	24	4.2%
West Penn	31	1.0%	89	2.6%	191	4.4%
Total	324		970		1,777	
Industry Average*		1.3%		3.6%		6.2%

*Does not include UGI Electric.

+PECO statistics include electric and gas.

PAR Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS PAR complaints. The calculation for average response excludes undisputed PARs (AutoPAR) and CURE complaints.

2022-24 Average Response Time to BCS Residential PARs Major Electric Distribution Companies

Utility	Number of Days		
	2022	2023	2024
Duquesne	8.6	8.2	9.2
Met Ed	12.3	9.1	10.3
PECO ⁺	6.4	6.7	12.7
Penelec	13.7	9.6	11.2
Penn Power	15.1	10.4	10.8
PPL	11.6	12.2	11.6
UGI Electric	8.2	14.4	13.2
West Penn	13.0	9.6	11.2
Industry Average*	8.0	7.2	8.9

*Does not include UGI Electric.

+PECO statistics include electric and gas.

Termination and Reconnection of Service

Each month, the electric utilities report to the PUC the number of residential accounts terminated for non-payment during the previous month. They also report the number of previously terminated residential accounts reconnected during the month. Some EDCs maintain a consistent pattern of termination behavior, while others fluctuate from year to year. The EDC reconnects a customer's terminated service when a customer either pays their debt in full, makes a significant payment on the debt and agrees to a payment arrangement for the balance owed to the utility, or presents a medical certificate.

The following tables display the annual number of residential accounts each of the seven largest EDCs terminated and reconnected in 2022, 2023, and 2024. The first table also presents the termination rates for each of these utilities. The termination rate is defined as the number of service terminations divided by the number of residential customers.

2022-24 Residential Service Terminations/Termination Rates Major Electric Distribution Companies

Utility	Residential Service Terminations			Termination Rates		
	2022	2023	2024	2022	2023	2024
Duquesne	30,467	24,820	26,015	5.58	4.53	4.73
Met Ed	28,816	26,672	35,362	5.59	5.15	6.79
PECO ⁺	75,689	87,488	67,258	4.92	5.65	4.33
Penelec	20,488	19,379	26,976	4.09	3.87	5.39
Penn Power	3,244	4,006	6,417	2.18	2.68	4.27
PPL	35,241	17,915	66,896	2.81	1.42	5.28
UGI Electric	1,607	1,450	1,516	2.92	2.63	2.74
West Penn	21,021	20,188	22,408	3.33	3.19	3.53
Total	216,573	201,918	252,848			
Industry Average*				4.18	3.88	4.83

*Does not include UGI Electric.

+PECO statistics include electric and gas.

**2022-24 Residential Service Reconnections
Major Electric Distribution Companies**

Utility	Residential Service Reconnections			Reconnection Rates		
	2022	2023	2024	2022	2023	2024
Duquesne	23,976	19,328	20,150	78.69	77.87	77.46
Met Ed	25,389	23,202	30,692	88.11	86.99	86.79
PECO ⁺	62,113	75,441	50,542	82.06	86.23	75.15
Penelec	16,268	15,328	21,262	79.40	79.10	78.82
Penn Power	2,473	3,154	5,133	76.23	78.73	79.99
PPL	24,378	11,439	49,341	69.18	63.85	73.76
UGI Electric	1,218	1,045	1,168	75.79	72.07	77.04
West Penn	17,148	16,138	17,714	81.58	79.94	79.05
Total	172,963	165,075	196,002			
Industry Average*				79.89	81.82	77.52

*Does not include UGI Electric.

+PECO statistics include electric and gas.

Compliance

BCS provides utilities with written notice of alleged violations or infractions of PUC’s statutes and regulations found while handling an informal complaint. Utilities have an opportunity to review and respond or appeal the written notice. The use of “infraction rate” is intended to help the PUC monitor and maintain customer services at the same level of quality for all distribution customers, regardless of who supplies their electricity under retail competition (66 Pa.C.S. § 2807(d)).

The infraction rates shown in the following table are based on review of informal complaints filed by residential consumers from 2022 through 2024 as of August 12, 2025. Infractions identified on complaints involving competition issues are included in the infraction statistics.

The infraction rate is the number of informally verified infractions per 1,000 residential customers. Dividing per 1,000 customers normalizes the data for comparison purposes. The infraction rate is not a percentage. [Appendix B-1](#) provides a list of the infractions included in each infraction category. The Infraction Category table presents detailed information about infractions identified in 2024 complaints filed with BCS.

2022-24 Infraction Rates Major Electric Distribution Companies

Utility	2022	2023	2024
Duquesne	0.24	0.17	0.18
Met Ed	0.13	0.19	0.24
PECO ⁺	0.10	0.14	0.45
Penelec	0.18	0.23	0.19
Penn Power	0.17	0.19	0.25
PPL	0.04	0.90	0.11
UGI Electric	0.31	0.45	0.40
West Penn	0.14	0.15	0.14

+PECO statistics include electric and gas.

2024 Number and Percent of Infractions by Category
Major Electric Distribution Companies

Category	Duquesne	Met Ed	PECO ⁺	Penelec	Penn Power	PPL	UGI Electric	West Penn	Electric Industry*
Billing and Payment	2	13	280	8	1	51	0	2	357
	2%	11%	40%	8%	3%	36%	0%	2%	15%
Credit Standards and Deposits	11	15	68	18	6	4	5	16	143
	11%	12%	10%	19%	16%	3%	23%	18%	13%
Dispute Handling	24	22	180	20	3	47	2	21	319
	24%	18%	26%	21%	8%	33%	9%	24%	22%
Landlord / Ratepayer	1	2	0	0	0	0	0	2	5
	1%	2%	0%	0%	0%	0%	0%	2%	1%
Liability – Bill Responsibility	1	2	3	0	0	0	0	0	6
	1%	2%	0%	0%	0%	0%	0%	0%	<1%
Make-Up Bills	2	2	13	3	0	4	0	4	28
	2%	2%	2%	3%	0%	3%	0%	5%	2%
Meter Reading	0	3	9	3	0	0	1	1	17
	0%	2%	1%	3%	0%	0%	5%	1%	1%
Reconnection of Service	17	33	33	24	19	10	4	20	160
	17%	27%	5%	25%	50%	7%	18%	23%	22%
Termination Grounds	9	9	22	4	5	9	6	10	74
	9%	7%	3%	4%	13%	6%	27%	11%	8%
Termination Procedures	23	8	9	5	3	6	3	4	61
	23%	7%	1%	5%	8%	4%	14%	5%	8%
Transfer of Accounts	1	1	2	0	0	0	0	0	4
	1%	1%	0%	0%	0%	0%	0%	0%	<1%
Other	9	13	78	10	1	11	1	8	131
	9%	11%	11%	11%	3%	8%	5%	9%	9%
Total	100	123	697	95	38	142	22	88	1,305

*The Electric Industry column includes UGI Electric in the total number, while the industry average percentage does not.

+PECO statistics include electric and gas.

6. Natural Gas Industry

In 2024, 21 natural gas distribution companies (NGDCs) were regulated by the PUC. The majority of Consumer Complaints and PARs concern the five major NGDCs: Columbia Gas of Pennsylvania Inc. (**Columbia**), National Fuel Gas Distribution Corp. (**NFG**), Peoples Natural Gas Co. (**Peoples**), Philadelphia Gas Works (**PGW**), and UGI Gas f/k/a UGI South (**UGI Gas**). This chapter will focus exclusively on those five utilities. See the [Non-Major Utilities](#) chapter for complaints regarding the non-major natural gas companies.

The statistics in the tables on the following pages depict the performance of each of the five major gas utilities in 2024. The major gas utilities are defined as those that have more than 100,000 residential customers.

Total Complaint Numbers and Rates

The following table shows the total number of all informal complaints: Consumer Complaints, PARs, and Inquiries combined. The total complaint rate is the total number of complaints per 1,000 residential customers.

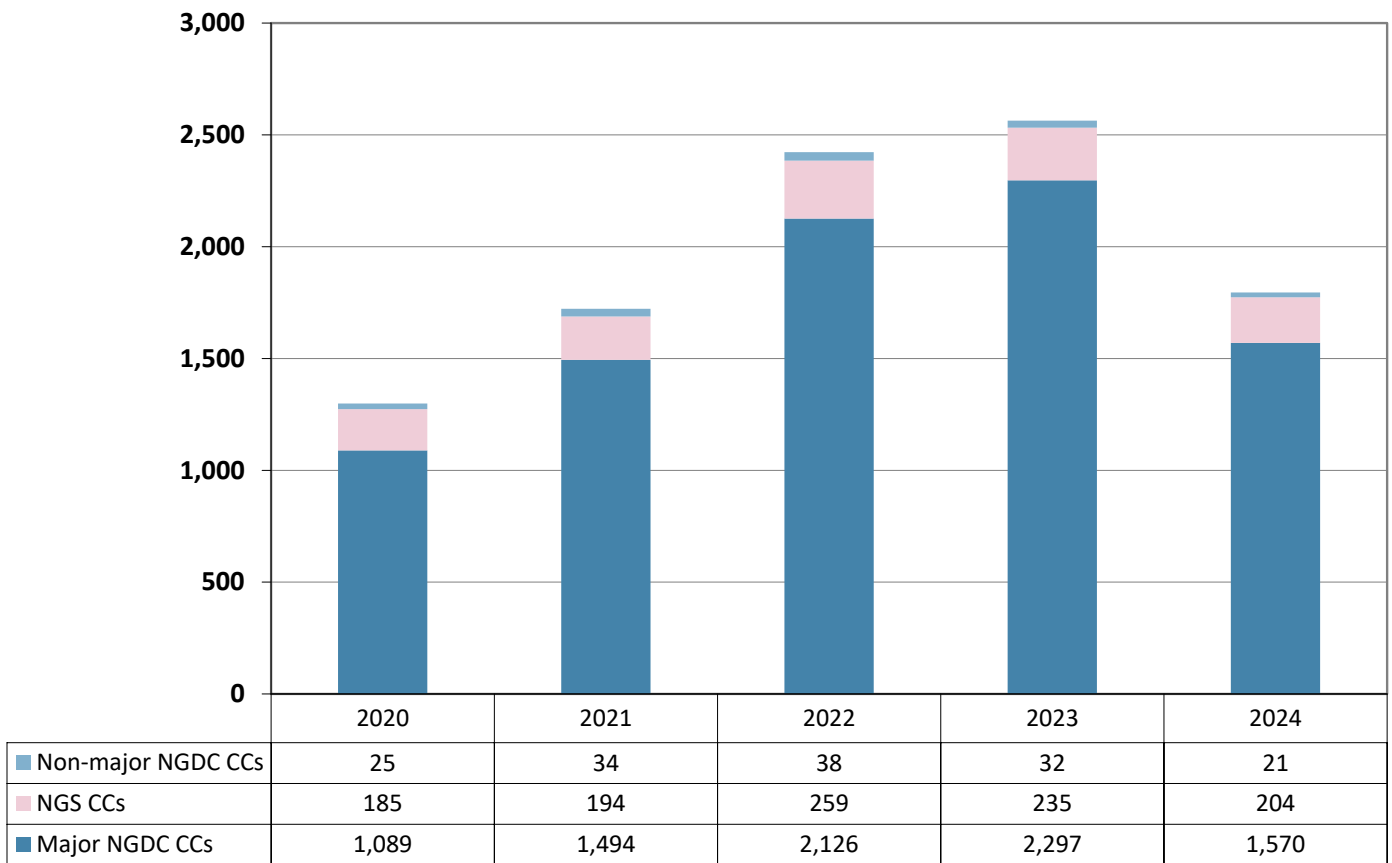
2022-24 Residential Total Complaint Numbers/Rates Major Natural Gas Distribution Companies

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Columbia	1,004	2.45	1,070	2.60	1,075	2.60
NFG	522	2.65	639	3.25	479	2.44
Peoples	1,634	2.75	1,788	3.01	1,744	2.93
PGW	6,410	13.15	8,174	16.90	7,090	14.72
UGI Gas	4,542	7.34	5,892	9.43	5,505	8.73
Total	14,112		17,563		15,893	
Industry Average		6.12		7.60		6.86

Consumer Complaints

During 2024, BCS processed 1,795 Consumer Complaints from residential natural gas customers of the various NGDCs (1,591) and natural gas suppliers (NGSs) (204). The five major NGDCs represented 87% (1,570) of the total Consumer Complaints. The following graph presents a comparison of the number of residential Consumer Complaints for the natural gas industry from 2020 to 2024.

2020-24 Residential Consumer Complaints (CCs) - Gas



Consumer Complaint Categories

The following table shows the number and percentage of 2024 complaints in each of the 14 categories used by BCS policy analysts for compliance evaluation. These categories are based on all BCS evaluated residential complaints filed in 2024. See [Appendix C-1](#) for an explanation of the categories.

2024 Number and Percent of Evaluated Consumer Complaints by Dispute Category Major Natural Gas Distribution Companies

Category	Columbia	NFG	Peoples	PGW	UGI Gas	Gas Industry
Billing Disputes	19	9	20	157	63	268
	24%	22%	8%	36%	25%	26%
Termination or PAR Procedures	7	6	30	65	30	138
	9%	15%	13%	15%	12%	13%
Personnel Problems	12	5	51	24	27	119
	15%	12%	21%	6%	11%	11%
Damages	6	0	50	25	15	96
	8%	0%	21%	6%	6%	9%
Discontinuance / Transfer	1	0	3	51	12	67
	1%	0%	1%	12%	5%	6%
Service Quality	10	1	25	10	11	57
	13%	2%	10%	2%	4%	5%
Other Payment Issues	2	0	11	23	18	54
	3%	0%	5%	5%	7%	5%
Credit and Deposits	0	1	6	19	14	40
	0%	2%	3%	4%	6%	4%
Metering	1	10	3	7	6	27
	1%	24%	1%	2%	2%	3%
Scheduling Delays	1	0	4	1	4	10
	1%	0%	2%	<1%	2%	1%
Service Interruptions	0	1	3	4	0	8
	0%	2%	1%	1%	0%	1%
Rates	0	0	0	0	3	3
	0%	0%	0%	0%	1%	<1%
Service Extensions	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
All Other Problems	19	8	34	47	51	159
	24%	20%	14%	11%	20%	15%
Total	78	41	240	433	254	1,046

Consumer Complaint Rate, Justified Consumer Complaint Rate, and Percent of Justified Consumer Complaints

The following tables show the Consumer Complaint Rate, the Justified Consumer Complaint Rate, and the Percent of Justified Consumer Complaints for each major NGDC in 2022, 2023, and 2024. A complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The Consumer Complaint Rate is the number of Consumer Complaints per 1,000 residential customers. The Justified Consumer Complaint numbers are estimated based on the number of Consumer Complaints when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified Consumer Complaint rate is the ratio of the estimated number of Justified Consumer Complaints per 1,000 residential customers based on a representative sample of complaints. The Justified Consumer Complaint rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The percentage of justified Consumer Complaints is the estimated number of Justified Consumer Complaints divided by the total number of complaints received (multiplied by 100).

2024 Residential Consumer Complaint Rates, Justified Consumer Complaint Rates, and Percent of Justified Consumer Complaints Major Natural Gas Distribution Companies

Utility	Consumer Complaint Rate	Justified Consumer Complaint Rate	Percent of Justified Consumer Complaints
Columbia	0.31	0.00	1.3%
NFG	0.29	0.03	9.8%
Peoples	0.54	0.02	3.8%
PGW	1.54	0.16	10.4%
UGI Gas	0.51	0.03	5.1%
Industry Average	0.64	0.05	7.2%

**2022-24 Residential Consumer Complaint Numbers/Rates
Major Natural Gas Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Columbia	168	0.41	203	0.49	130	0.31
NFG	66	0.34	83	0.42	57	0.29
Peoples	344	0.58	346	0.58	323	0.54
PGW	1,095	2.25	1,120	2.32	740	1.54
UGI Gas	453	0.73	545	0.87	320	0.51
Total	2,126		2,297		1,570	
Industry Average		0.86		0.94		0.64

**2022-24 Justified Residential Consumer Complaint Numbers/Rates
Major Natural Gas Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Columbia	1	0.00	7	0.02	2	0.00
NFG	8	0.04	11	0.06	6	0.03
Peoples	13	0.02	13	0.02	12	0.02
PGW	227	0.47	190	0.39	77	0.16
UGI Gas	42	0.07	45	0.07	16	0.03
Total	291		266		113	
Industry Average		0.12		0.11		0.05

**2022-24 Number/Percent of Justified Residential Consumer Complaints
Major Natural Gas Distribution Companies**

Utility	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Columbia	1	0.6%	7	3.4%	2	1.3%
NFG	8	12.1%	11	13.3%	6	9.8%
Peoples	13	3.8%	13	3.8%	12	3.8%
PGW	227	20.7%	190	17.0%	77	10.4%
UGI Gas	42	9.3%	45	8.3%	16	5.1%
Total	291		266		113	
Industry Average		13.7%		11.6%		7.2%

Consumer Complaint Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS Consumer Complaints. Average response time includes all residential NGDC Consumer Complaints except complaints processed through CURE.

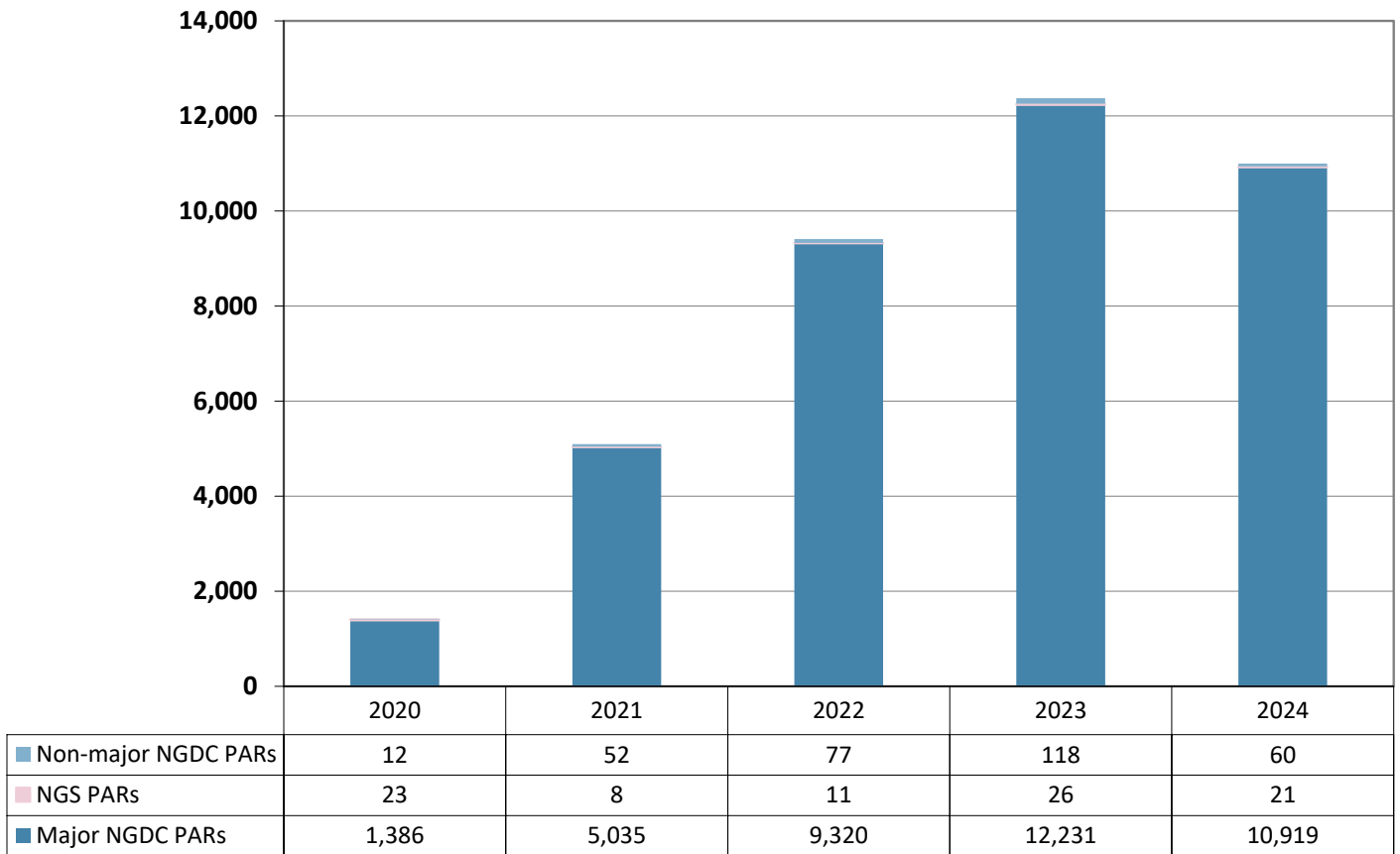
**2022-24 Average Response Time to BCS
Residential Consumer Complaints
Major Natural Gas Distribution Companies**

Utility	Number of Days		
	2022	2023	2024
Columbia	8.2	6.2	6.0
NFG	16.9	16.7	16.4
Peoples	4.6	5.3	6.6
PGW	19.8	18.4	16.8
UGI Gas	10.7	15.4	16.1
Industry Average	14.2	14.7	13.9

Payment Arrangement Requests

During 2024, BCS processed 11,000 PARs from residential natural gas customers of the various NGDCs (10,979) and NGSs (21). The five major NGDCs represented 99% (10,919) of the total PARs. The following graph presents a comparison of the number of residential PARs for the natural gas industry from 2020 to 2024.

2020-24 Residential PARs - Gas



PAR Rate, Justified PAR Rate, and Percent of Justified PARs

The following tables show the PAR Rate, the Justified PAR Rate, and the Percent of Justified PARs for each major NGDC in 2022, 2023, and 2024. A PAR complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The PAR Rate is the number of PARs per 1,000 residential customers. The Justified PAR numbers are estimated based on the number of PARs when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified PAR Rate is the ratio of the ratio of the estimated number of justified PARs per 1,000 residential customers based on a representative sample of complaints. The Justified PAR rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The Percent of Justified PARs is the estimated number of justified complaints divided by the total number of complaints received (multiplied by 100).

2024 Residential PAR Rates, Justified PAR Rates, and Percent of Justified PARs Major Natural Gas Distribution Companies

Utility	PAR Rate	Justified PAR Rate	Percent of Justified PARs
Columbia	1.49	0.06	4.1%
NFG	1.58	0.12	7.5%
Peoples	1.80	0.10	5.8%
PGW	9.95	0.91	9.2%
UGI Gas	6.55	0.44	6.8%
Industry Average	4.27	0.33	7.6%

**2022-24 Residential PAR Numbers/Rates
Major Natural Gas Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Columbia	552	1.35	604	1.47	616	1.49
NFG	353	1.79	438	2.23	311	1.58
Peoples	1,018	1.71	1,145	1.93	1,071	1.80
PGW	4,001	8.21	5,636	11.65	4,793	9.95
UGI Gas	3,396	5.49	4,408	7.05	4,128	6.55
Total	9,320		12,231		10,919	
Industry Average		3.71		4.87		4.27

**2022-24 Justified Residential PAR Numbers/Rates
Major Natural Gas Distribution Companies**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Columbia	17	0.04	26	0.06	25	0.06
NFG	13	0.07	24	0.12	23	0.12
Peoples	15	0.03	37	0.06	62	0.10
PGW	699	1.43	294	0.61	440	0.91
UGI Gas	86	0.14	83	0.13	279	0.44
Total	830		464		829	
Industry Average		0.34		0.20		0.33

**2022-24 Number/Percent of Justified Residential PARs
Major Natural Gas Distribution Companies**

Utility	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Columbia	17	3.1%	26	4.3%	25	4.1%
NFG	13	3.7%	24	5.5%	23	7.5%
Peoples	15	1.5%	37	3.2%	62	5.8%
PGW	699	17.5%	294	5.2%	440	9.2%
UGI Gas	86	2.5%	83	1.9%	279	6.8%
Total	830		464		829	
Industry Average		8.9%		3.8%		7.6%

PAR Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS PAR complaints. The calculation for average response excludes undisputed PARs (AutoPAR) and CURE complaints.

**2022-24 Average Response Time to BCS
Residential PARs
Major Natural Gas Distribution Companies**

Utility	Number of Days		
	2022	2023	2024
Columbia	3.0	2.8	2.5
NFG	7.6	7.6	7.7
Peoples	2.4	2.7	2.6
PGW	14.4	12.9	9.0
UGI Gas	5.6	8.8	8.7
Industry Average	7.7	7.7	7.2

Termination and Reconnection of Service

Each month, the gas utilities report to the PUC the number of residential accounts terminated for non-payment during the previous month. They also report the number of previously terminated residential accounts reconnected during the month. Some NGDCs maintain a consistent pattern of termination behavior, while others fluctuate from year to year. The NGDC reconnects a customer's terminated service when a customer either pays their debt in full, makes a significant payment on the debt and agrees to a payment arrangement for the balance owed to the utility, or presents a medical certificate.

The following tables display the annual number of residential accounts each of the five largest NGDCs terminated and reconnected in 2022, 2023, and 2024. The first table also presents the termination rates for each of these utilities. The termination rate is defined as the number of service terminations divided by the number of residential customers.

2022-24 Residential Service Terminations/Termination Rates Major Natural Gas Distribution Companies

Utility	Residential Service Terminations			Termination Rates		
	2022	2023	2024	2022	2023	2024
Columbia	11,380	10,454	11,633	2.78	2.54	2.82
NFG	6,861	6,981	6,635	3.49	3.55	3.37
Peoples	15,335	21,462	21,074	2.58	3.61	3.54
PGW	14,410	34,682	29,907	2.96	7.17	6.21
UGI Gas	26,882	31,066	30,436	4.35	4.97	4.83
Total	74,868	104,645	99,685			
Industry Average				3.25	4.53	4.30

2022-24 Residential Service Reconnections Major Natural Gas Distribution Companies

Utility	Residential Service Reconnections			Reconnection Rates		
	2022	2023	2024	2022	2023	2024
Columbia	6,760	5,703	6,715	59.40	54.55	57.72
NFG	5,003	5,138	5,101	72.92	73.60	76.88
Peoples	11,840	17,558	18,054	77.21	81.81	85.67
PGW	9,716	24,000	22,376	67.43	69.20	74.82
UGI Gas	19,924	22,823	22,993	74.12	73.47	75.55
Total	53,243	75,222	75,239			
Industry Average				71.12	71.88	75.48

Compliance

BCS provides utilities with written notice of alleged violations or infractions of PUC’s statutes and regulations found while handling an informal complaint. Utilities have an opportunity to review and respond or appeal the written notice. The use of “infraction rate” is intended to help the PUC monitor and maintain customer services at the same level of quality for all distribution customers, regardless of who supplies their natural gas under retail competition (66 Pa.C.S. § 2206(a)).

The infraction rates shown in the following table are based on the review of informal complaints filed by residential consumers from 2022 through 2024 as of August 12, 2025. Infractions identified on complaints involving competition issues are included in the infraction statistics.

The infraction rate is the number of informally verified infractions per 1,000 residential customers. Dividing per 1,000 customers normalizes the data for comparison purposes. The infraction rate is not a percentage. [Appendix B-1](#) provides a list of the infractions included in each infraction category. The Infraction Category table presents detailed information about infractions identified in 2024 complaints filed with BCS.

2022-24 Infraction Rates Major Natural Gas Distribution Companies

Utility	2022	2023	2024
Columbia	0.02	0.04	0.03
NFG	0.11	0.13	0.10
Peoples	0.02	0.06	0.07
PGW	0.83	0.84	0.52
UGI Gas	0.18	0.33	0.17

2024 Number and Percent of Infractions by Category
Major Natural Gas Distribution Companies

Category	Columbia	NFG	Peoples	PGW	UGI Gas	Gas Industry
Billing and Payment	0	0	5	48	4	57
	0%	0%	11%	19%	4%	7%
Credit Standards and Deposits	6	3	10	65	30	114
	55%	16%	23%	26%	27%	29%
Dispute Handling	1	3	3	42	12	61
	9%	16%	7%	17%	11%	12%
Landlord / Ratepayer	1	0	0	0	2	3
	9%	0%	0%	0%	2%	2%
Liability – Bill Responsibility	0	0	3	1	3	7
	0%	0%	7%	0%	3%	2%
Make-Up Bills	0	0	2	2	1	5
	0%	0%	5%	1%	1%	1%
Meter Reading	0	0	0	6	1	7
	0%	0%	0%	2%	1%	1%
Reconnection of Service	2	7	13	29	31	82
	18%	37%	30%	12%	28%	25%
Termination Grounds	0	1	0	18	11	30
	0%	5%	0%	7%	10%	4%
Termination Procedures	0	3	0	14	9	26
	0%	16%	0%	6%	8%	6%
Transfer of Accounts	0	0	1	3	1	5
	0%	0%	2%	1%	1%	1%
Other	1	2	7	21	5	36
	9%	11%	16%	8%	5%	10%
Total	11	19	44	249	110	433

7. Water Industry

In 2024, 69 water utilities were regulated by the PUC. Tables in this chapter present Consumer Complaint and PAR information. The water utilities are categorized into three groupings based on the amount of the utility's annual revenue: Class A, Class B, and Class C. Some municipal water utilities are subject to PUC regulation because they operate beyond their municipal boundary.

Class A water utilities generate annual revenues of \$1 million or more for three consecutive years. In 2024, eight Class A water utilities served residential customers including:

- Aqua Pennsylvania Inc. (**Aqua**)
- Audubon Water Co. (**Audubon**)
- Columbia Water Co. (**Columbia**)
- Community Utilities of PA (**Community Utilities**)
- Newtown Artesian Water Co. (**Newtown Artesian**)
- Pennsylvania American Water Co. (**PAWC**)
- Veolia Water PA (**Veolia PA**)
- York Water Co. (**York**)

The number of residential customers served by these utilities in 2024 ranged from 2,656 residential customers for Audubon to 651,718 residential customers for PAWC.

On July 19, 2023, at Docket No. [A-2022-3035967](#), et al., the PUC approved the merger of Veolia Water's separate Veolia PA and Veolia Bethel rate districts into a single rate district known as Veolia Water Pennsylvania, Inc., effective June 30, 2023. Therefore, the 2023 complaint data for Veolia Bethel is through June 30, 2023, and the Veolia PA complaint data includes Veolia Bethel as of July 1, 2023. However, the termination and reconnection data for Veolia Bethel was reported separately through December 31, 2023. The termination and reconnection data for Veolia PA did not include Veolia Bethel until January 1, 2024.

Compared to Class A water utilities, Class B and Class C water utilities have lower annual revenues and typically fewer residential customers. See the [Non-Major Utilities](#) chapter for complaints regarding the non-major water companies.

In 2024, seven Class B utilities were operating in Pennsylvania. These utilities had annual revenues between \$200,000 and \$999,999 and served 313 to 1,353 residential customers.

In 2024, there were 32 Class C utilities. The annual revenue for these utilities was less than \$200,000 and they served customers ranging from four to 561.

With the exception of Pittsburgh Water & Sewer Authority (**PWSA**),⁵ the PUC has limited jurisdiction over municipally owned water and sewer utilities. The PUC's jurisdiction is limited to regulating the rates and service of customers that are outside the boundaries of the municipalities.

Chapter 32, *Water and Sewer Authorities in Cities of the Second Class* was added to Title 66 of the Public Utility Code on December 21, 2017. The addition of Chapter 32 resulted in full PUC regulation of PWSA,

⁵ In November 2024, PWSA began doing business as Pittsburgh Water, which was approved by the PUC (Docket Nos. [R-2024-3052247](#), [R-2024-3052248](#) and [R-2024-3052249](#)). Starting with the 2025 UCARE report, the name will be changed to Pittsburgh Water.

effective April 1, 2018. Although PWSA is a municipal water and sewer authority, 66 Pa.C.S.A. § 3202 provides that PUC laws, regulations, orders, etc. apply to PWSA in the same manner as a public utility. PWSA was required to file a Compliance Plan with the PUC detailing how the authority would bring its existing operating systems and procedures into compliance with applicable rules, regulations, and orders of the PUC. The PWSA Compliance Plan was filed by the Authority on September 28, 2018, at Docket No. [M-2018-2640802](#) (water) and Docket No. [M-2018-2640803](#) (wastewater).

PWSA is the largest water, sewer, and stormwater authority in Pennsylvania and serves over 116,000 residential water, wastewater, and stormwater customers throughout the City of Pittsburgh and surrounding communities. In addition to providing water, wastewater, and stormwater services, PWSA provides wastewater conveyance to city residents served by the Pennsylvania-American Water Co. and provides water to Millvale Borough residents.

Data for the major water utilities in this chapter are presented two ways: the data for the large water utilities of Aqua, PAWC, and PWSA are presented individually by utility and the rest are combined under the category of “Other Class A” utilities. Data representing “All Water Industry Averages” includes the individual data for each of the large water utilities (Aqua, PAWC, and PWSA), as well as the combined data for all Class A water utilities. This is the first UCARE report where PWSA has been incorporated with the other water utilities, rather than in a separate section by itself, to make it easier to compare PWSA to the other larger water utilities that are regulated by the PUC.

Total Complaint Numbers and Rates

The following table shows the total number of all water utility complaints: Consumer Complaints, PARs, and Inquiries combined. The total complaint rate is the total number of complaints per 1,000 residential customers.

2022-24 Residential Total Complaint Numbers/Rates Major Water Utilities

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Aqua	945	2.29	933	2.25	1,104	2.63
PAWC	2,711	4.22	3,423	5.27	3,222	4.94
PWSA	271	2.73	369	3.65	467	4.63
Large Water Total	3,927		4,725		4,793	
Large Water Average		3.40		4.05		4.09
Audubon	6	2.23	4	1.51	14	5.27
Columbia	12	1.10	9	0.79	20	1.73
Community Utilities	22	8.30	33	12.42	51	19.16
Newtown Artesian	4	0.41	1	0.10	2	0.21
Veolia Bethel ⁺	1	0.41	1	0.41	n/a	n/a
Veolia PA ⁺	76	1.29	84	1.41	173	2.78
York	106	1.58	134	2.06	158	2.40
“Other Class A” Total	227		266		418	
“Other Class A” Average		1.47		1.74		2.66
All Water Total	4,154		4,991		5,211	
All Water Industry Average		3.17		3.78		3.92

⁺The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

Consumer Complaints

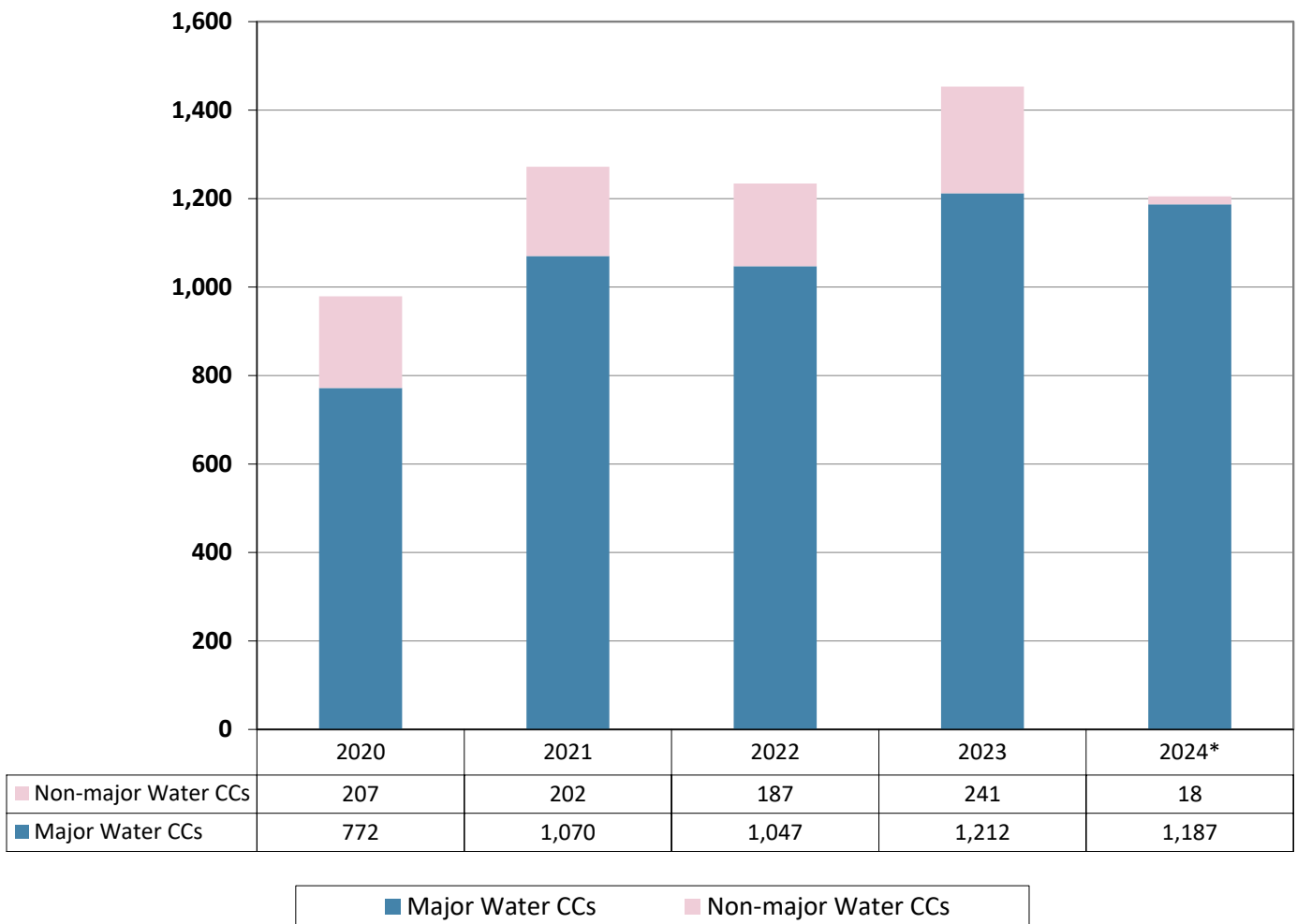
During 2024, BCS processed a total of 1,205 Consumer Complaints from residential customers of the various water utilities. The major water utilities represented 99% (1,187) of the total Consumer Complaints.

While most Consumer Complaints involved the major water utilities in 2024, the PUC devoted a significant amount of attention to the smaller water utilities to help educate them about customer service and billing compliance concerns.

During 2024, BCS processed 18 complaints for small water utilities, with 39% (7 complaints) involving service complaints.

The following graph presents a comparison of the number of residential Consumer Complaints for the water industry from 2020 to 2024.

2020-24 Residential Consumer Complaints (CCs) - Water



*In 2024, PWSA data was incorporated with the other major water utilities, shifting PWSA’s complaints from the Non-Major Water CCs to the Major Water CCs in this graph.

Consumer Complaint Categories

The following table shows the number and percentage of 2024 complaints in each of the 14 categories used by BCS policy analysts for compliance evaluation. These categories are based on all BCS evaluated residential complaints in 2024. See [Appendix C-1](#) for an explanation of the categories.

2024 Number and Percent of Evaluated Consumer Complaints by Dispute Category Major Water Utilities

Category	Aqua	PAWC	PWSA	Large Water Avg	Audubon	Columbia	Community Utilities	Newtown Artesian	Veolia PA	York	"Other Class A" Avg	All Water Avg
Billing Disputes	76	171	71	318	1	3	8	1	5	7	25	343
	33%	41%	55%	41%	20%	60%	73%	50%	19%	37%	36%	41%
Metering	43	41	19	103	0	0	1	0	4	1	6	109
	19%	10%	15%	13%	0%	0%	9%	0%	15%	5%	9%	13%
Service Quality	23	54	9	86	4	1	1	0	7	2	15	101
	10%	13%	7%	11%	80%	20%	9%	0%	26%	11%	22%	12%
Termination or PAR Procedures	32	45	4	81	0	0	0	0	4	1	5	86
	14%	11%	3%	10%	0%	0%	0%	0%	15%	5%	7%	10%
Damages	7	45	7	59	0	0	0	0	2	0	2	61
	3%	11%	5%	8%	0%	0%	0%	0%	7%	0%	3%	7%
Personnel Problems	11	8	3	22	0	1	0	0	3	1	5	27
	5%	2%	2%	3%	0%	20%	0%	0%	11%	5%	7%	3%
Rates	7	13	1	21	0	0	0	0	1	3	4	25
	3%	3%	1%	3%	0%	0%	0%	0%	4%	16%	6%	3%
Service Interruptions	5	10	5	20	0	0	0	0	1	1	2	22
	2%	2%	4%	3%	0%	0%	0%	0%	4%	5%	3%	3%
Discontinuance / Transfer	7	6	6	19	0	0	0	0	0	1	1	20
	3%	1%	5%	2%	0%	0%	0%	0%	0%	5%	1%	2%
Other Payment Issues	8	7	1	16	0	0	1	0	0	1	2	18
	3%	2%	1%	2%	0%	0%	9%	0%	0%	5%	3%	2%
Credit and Deposits	3	1	1	5	0	0	0	0	0	0	0	5
	1%	<1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	1%
Scheduling Delays	2	2	0	4	0	0	0	0	0	0	0	4
	1%	<1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	<1%
Service Extensions	0	3	0	3	0	0	0	0	0	0	0	3
	0%	1%	0%	<1%	0%	0%	0%	0%	0%	0%	0%	<1%
All Other Problems	5	9	2	16	0	0	0	1	0	1	2	18
	2%	2%	2%	2%	0%	0%	0%	50%	0%	5%	3%	2%
Total	229	415	129	773	5	5	11	2	27	19	69	842

Consumer Complaint Rate, Justified Consumer Complaint Rate, and Percent of Justified Consumer Complaints

The following tables show the Consumer Complaint Rate, the Justified Consumer Complaint Rate, and the Percent of Justified Consumer Complaints for each major water utility in 2022, 2023, and 2024. A complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The Consumer Complaint Rate is the number of Consumer Complaints per 1,000 residential customers. The Justified Consumer Complaint numbers are estimated based on the number of Consumer Complaints when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified Consumer Complaint rate is the ratio of the estimated number of Justified Consumer Complaints per 1,000 residential customers based on a representative sample of complaints. The Justified Consumer Complaint rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The percentage of justified Consumer Complaints is the estimated number of Justified Consumer Complaints divided by the total number of complaints received (multiplied by 100).

2024 Residential Consumer Complaint Rates, Justified Consumer Complaint Rates, and Percent of Justified Consumer Complaints Major Water Utilities

Utility	Consumer Complaint Rate	Justified Consumer Complaint Rate	Percent of Justified Consumer Complaints
Aqua	0.63	0.17	26.2%
PAWC	1.08	0.11	10.1%
PWSA	1.39	0.12	8.5%
Large Water Average	1.04	0.13	13.8%
Audubon	1.88	0.00	0.0%
Columbia	0.43	0.00	0.0%
Community Utilities	4.13	0.00	0.0%
Newtown Artesian	0.21	0.00	0.0%
Veolia PA	0.50	0.06	11.1%
York	0.32	0.02	5.3%
“Other Class A” Average	0.48	0.03	5.8%
All Water Industry Average	0.90	0.11	13.3%

**2022-24 Residential Consumer Complaint Numbers/Rates
Major Water Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Aqua	300	0.73	259	0.62	266	0.63
PAWC	681	1.06	888	1.37	706	1.08
PWSA	174	1.75	226	2.24	140	1.39
Large Water Total	1,155		1,373		1,112	
Large Water Average		1.00		1.18		1.04
Audubon	3	1.11	1	0.38	5	1.88
Columbia	5	0.46	2	0.17	5	0.43
Community Utilities	10	3.77	7	2.63	11	4.13
Newtown Artesian	2	0.21	0	0.00	2	0.21
Veolia Bethel ⁺	1	0.41	1	0.41	n/a	n/a
Veolia PA ⁺	24	0.41	24	0.40	31	0.50
York	21	0.31	30	0.46	21	0.32
“Other Class A” Total	66		65		75	
“Other Class A” Average		0.43		0.42		0.48
All Water Total	1,221		1,438		1,187	
All Water Industry Average		0.93		1.09		0.90

⁺The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

**2022-24 Justified Residential Consumer Complaint Numbers/Rates
Major Water Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Aqua	61	0.15	83	0.20	70	0.17
PAWC	171	0.27	164	0.25	71	0.11
PWSA*	n/a	n/a	n/a	n/a	12	0.12
Large Water Total	232		247		153	
Large Water Average		0.21		0.23		0.13
Audubon	1	0.37	0	0.00	0	0.00
Columbia	3	0.28	0	0.00	0	0.00
Community Utilities	0	0.00	1	0.38	0	0.00
Newtown Artesian	0	0.00	0	0.00	0	0.00
Veolia Bethel ⁺	0	0.00	0	0.00	n/a	n/a
Veolia PA ⁺	4	0.07	4	0.07	3	0.06
York	1	0.01	2	0.03	1	0.02
“Other Class A” Total	9		7		4	
“Other Class A” Average		0.06		0.05		0.03
All Water Total	241		254		157	
All Water Industry Average		0.16		0.17		0.11

*2024 is the first year PWSA’s justified and compliance data are being published.

+The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

**2022-24 Number/Percent of Justified Residential Consumer Complaints
Major Water Utilities**

Utility	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Aqua	61	20.3%	83	32.0%	70	26.2%
PAWC	171	25.1%	164	18.5%	71	10.1%
PWSA*	n/a	n/a	n/a	n/a	12	8.5%
Large Water Total	232		247		153	
Large Water Average		23.6%		21.5%		13.8%
Audubon	1	33.3%	0	0.0%	0	0.0%
Columbia	3	60.0%	0	0.0%	0	0.0%
Community Utilities	0	0.0%	1	14.3%	0	0.0%
Newtown Artesian	0	0.0%	0	0.0%	0	0.0%
Veolia Bethel ⁺	0	0.0%	0	0.0%	n/a	n/a
Veolia PA ⁺	4	16.7%	4	16.7%	3	11.1%
York	1	4.8%	2	6.7%	1	5.3%
“Other Class A” Total	9		7		4	
“Other Class A” Average		13.6%		10.8%		5.8%
All Water Total	241		254		157	
All Water Industry Average		23.0%		21.0%		13.3%

*2024 is the first year PWSA’s justified and compliance data are being published.

+The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

Consumer Complaint Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS Consumer Complaints. Average response times below include all residential Class A water Consumer Complaints except for complaints processed through CURE.

2022-24 Average Response Time to BCS Residential Consumer Complaints Major Water Utilities

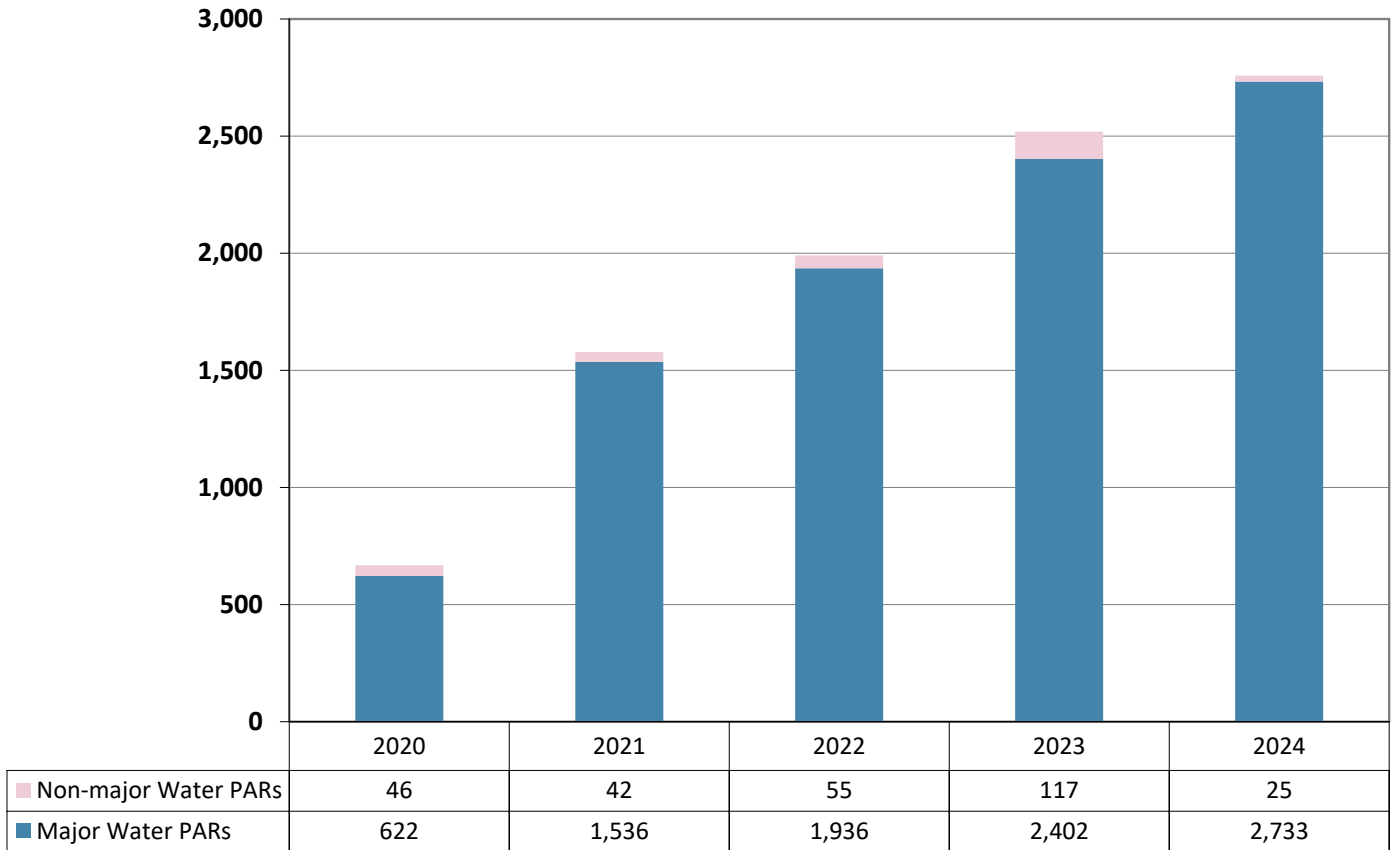
Utility	Number of Days		
	2022	2023	2024
Aqua	3.1	1.7	3.5
PAWC	15.0	14.0	12.4
PWSA	13.0	24.5	28.7
Large Water Average	11.6	13.8	12.3
Audubon	9.0	16.0	6.8
Columbia	7.0	6.0	5.4
Community Utilities	11.1	9.7	11.5
Newtown Artesian	10.5	0.0	16.5
Veolia Bethel ⁺	20.0	70.0	n/a
Veolia PA ⁺	24.8	32.0	31.4
York	7.1	8.7	14.3
“Other Class A” Average	14.2	18.7	19.7
All Water Industry Average	11.8	14.0	10.3

⁺The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

Payment Arrangement Requests

During 2024, BCS processed 2,758 PARs from residential water customers of the various water utilities. The major water utilities represented 99% (2,733) of the total PARs. The following graph presents a comparison of the number of residential PARs for the water industry from 2020 to 2024.

2020-24 Residential PARs - Water



*In 2024, PWSA data was incorporated with the other major water utilities, shifting PWSA's complaints from the Non-Major Water PARs to the Major Water PARs in this graph.

PAR Rate, Justified PAR Rate, and Percent of Justified PARs

The following tables show the PAR Rate, the Justified PAR Rate, and the Percent of Justified PARs for each major water utility in 2022, 2023, and 2024. A PAR complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The PAR Rate is the number of PARs per 1,000 residential customers. The Justified PAR numbers are estimated based on the number of PARs when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified PAR Rate is the ratio of the ratio of the estimated number of justified PARs per 1,000 residential customers based on a representative sample of complaints. The Justified PAR rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The Percent of Justified PARs is the estimated number of justified complaints divided by the total number of complaints received (multiplied by 100).

2024 Residential PAR Rates, Justified PAR Rates, and Percent of Justified PARs Major Water Utilities

Utility	PAR Rate	Justified PAR Rate	Percent of Justified PARs
Aqua	1.22	0.34	27.7%
PAWC	2.78	0.28	10.1%
PWSA	2.31	0.32	14.0%
Large Water Average	2.11	0.31	14.0%
Audubon	1.13	0.00	0.0%
Columbia	0.95	0.00	0.0%
Community Utilities	4.51	0.00	0.0%
Newtown Artesian	0.00	0.00	0.0%
Veolia PA	0.91	0.08	8.7%
York	1.38	0.00	0.0%
“Other Class A” Average	1.11	0.04	3.4%
All Water Industry Average	1.86	0.25	13.3%

**2022-24 Residential PAR Numbers/Rates
Major Water Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Aqua	360	0.87	507	1.22	512	1.22
PAWC	1,499	2.33	1,767	2.72	1,814	2.78
PWSA	34	0.34	90	0.89	233	2.31
Large Water Total	1,893		2,364		2,559	
Large Water Average		1.64		2.03		2.11
Audubon	1	0.37	0	0.00	3	1.13
Columbia	4	0.37	6	0.52	11	0.95
Community Utilities	9	3.39	13	4.89	12	4.51
Newtown Artesian	1	0.10	0	0.00	0	0.00
Veolia Bethel ⁺	0	0.00	0	0.00	n/a	n/a
Veolia PA ⁺	31	0.53	42	0.71	57	0.91
York	31	0.46	67	1.03	91	1.38
“Other Class A” Total	77		128		174	
“Other Class A” Average		0.50		0.84		1.11
All Water Total	1,970		2,492		2,733	
All Water Industry Average		1.50		1.89		1.86

⁺The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

**2022-24 Justified Residential PAR Numbers/Rates
Major Water Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Aqua	99	0.24	150	0.36	142	0.34
PAWC	273	0.42	301	0.46	184	0.28
PWSA*	n/a	n/a	n/a	n/a	33	0.32
Large Water Total	372		451		359	
Large Water Average		0.33		0.41		0.31
Audubon	0	0.00	0	0.00	0	0.00
Columbia	0	0.00	0	0.00	0	0.00
Community Utilities	2	0.75	2	0.75	0	0.00
Newtown Artesian	0	0.00	0	0.00	0	0.00
Veolia Bethel ⁺	0	0.00	0	0.00	n/a	n/a
Veolia PA ⁺	5	0.08	14	0.24	5	0.08
York	8	0.12	0	0.00	0	0.00
“Other Class A” Total	15		16		5	
“Other Class A” Average		0.07		0.09		0.04
All Water Total	387		467		364	
All Water Industry Average		0.25		0.31		0.25

*2024 is the first year PWSA’s justified and compliance data are being published.

+The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

**2022-24 Number/Percent of Justified Residential PARs
Major Water Utilities**

Utility	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Aqua	99	27.5%	150	29.6%	142	27.7%
PAWC	273	18.2%	301	17.0%	184	10.1%
PWSA*	n/a	n/a	n/a	n/a	33	14.0%
Large Water Total	372		451		359	
Large Water Average		20.0%		19.8%		14.0%
Audubon	0	0.0%	0	0.0%	0	0.0%
Columbia	0	0.0%	0	0.0%	0	0.0%
Community Utilities	2	22.2%	2	15.4%	0	0.0%
Newtown Artesian	0	0.0%	0	0.0%	0	0.0%
Veolia Bethel ⁺	0	0.0%	0	0.0%	n/a	n/a
Veolia PA ⁺	5	16.1%	14	33.3%	5	8.7%
York	8	25.8%	0	0.0%	0	0.0%
“Other Class A” Total	15		16		5	
“Other Class A” Average		19.5%		12.5%		3.4%
All Water Total	387		467		364	
All Water Industry Average		20.0%		19.4%		13.3%

*2024 is the first year PWSA’s justified and compliance data are being published.

+The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

PAR Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS PAR complaints. The calculation for average response time excludes undisputed PARs (AutoPAR) and CURE complaints.

2022-24 Average Response Time to BCS Residential PARs Major Water Utilities

Utility	Number of Days		
	2022	2023	2024
Aqua	1.5	1.0	2.0
PAWC	6.2	8.1	7.1
PWSA	10.4	25.2	23.4
Large Water Average	4.5	6.2	7.1
Audubon	2.0	0.0	1.3
Columbia	13.3	2.5	0.5
Community Utilities	12.4	4.4	6.6
Newtown Artesian	2.0	0.0	0.0
Veolia Bethel ⁺	0.0	0.0	n/a
Veolia PA ⁺	20.8	15.1	22.0
York	5.3	7.5	9.0
“Other Class A” Average	13.2	8.5	13.5
All Water Industry Average	4.9	6.5	6.1

⁺The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

Termination and Reconnection of Service

Each month, the water utilities report to the PUC the number of residential accounts terminated for non-payment during the previous month. They also report the number of previously terminated residential accounts reconnected during the month. Some water utilities maintain a consistent pattern of termination behavior, while others fluctuate from year to year. The water utility reconnects a customer's terminated service when a customer either pays their debt in full, makes a significant payment on the debt and agrees to a payment arrangement for the balance owed to the utility, or presents a medical certificate.

The following tables display the annual number of residential accounts each of the Class A water utilities terminated and reconnected in 2022, 2023, and 2024. The first table also presents the termination rates for each of these utilities. The termination rate is defined as the number of service terminations divided by the number of residential customers.

It is important to note that although the 2023 complaint data for Veolia Bethel is only through June 30, 2023, the termination and reconnection data for Veolia Bethel is through December 31, 2023. The termination and reconnection data for Veolia PA did not include Veolia Bethel until January 1, 2024.

**2022-24 Residential Service Terminations/Termination Rates
Major Water Utilities**

Utility	Residential Service Terminations			Termination Rates		
	2022	2023	2024	2022	2023	2024
Aqua	5,585	6,197	10,619	1.35	1.49	2.53
PAWC	24,625	16,368	13,674	3.83	2.52	2.10
PWSA	440	215	525	0.44	0.21	0.52
Large Water Total	30,650	22,780	24,818			
Large Water Average				2.61	1.95	2.12
Audubon	29	31	34	1.08	1.17	1.28
Columbia	264	310	228	2.43	2.71	1.97
Community Utilities	80	94	97	3.02	3.54	3.64
Newtown Artesian	14	20	18	0.14	0.21	0.18
Veolia Bethel ⁺	0	0	n/a	0.00	0.00	n/a
Veolia PA ⁺	570	700	732	0.97	1.18	1.17
York	269	196	285	0.40	0.30	0.43
“Other Class A” Total	1,226	1,351	1,394			
“Other Class A” Average				0.79	0.88	0.90
All Water Total	31,876	24,131	26,212			
All Water Industry Average				2.40	1.83	1.98

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

**2022-24 Residential Service Reconnections
Major Water Utilities**

Utility	Residential Service Reconnections			Reconnection Rates		
	2022	2023	2024	2022	2023	2024
Aqua	4,879	5,473	6,248	87.36	88.32	58.84
PAWC	16,663	10,668	9,020	69.10	65.18	65.96
PWSA	151	80	265	34.32	37.21	50.48
Large Water Total	21,693	16,221	15,533			
Large Water Average				71.98	71.21	62.59
Audubon	25	25	20	86.21	80.65	58.82
Columbia	228	277	204	86.36	89.35	89.47
Community Utilities	55	75	54	68.75	79.79	55.67
Newtown Artesian	9	20	13	64.29	100.00	72.22
Veolia Bethel ⁺	0	0	n/a	0.00	0.00	n/a
Veolia PA ⁺	386	440	508	67.72	62.86	69.40
York	145	122	178	53.90	62.24	62.46
“Other Class A” Total	848	959	977			
“Other Class A” Average				69.17	70.98	70.09
All Water Total	22,541	17,180	16,510			
All Water Industry Average				71.87	71.19	62.99

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

Compliance

BCS provides water utilities with written notice of alleged violations or infractions of PUC’s statutes and regulations found while handling an informal complaint. Utilities have an opportunity to review and respond or appeal the written notice. The use of “infraction rate” is intended to help the PUC monitor and maintain customer services at the same level of quality for all customers.

The infraction rates shown in the following tables are based on the review of informal complaints filed by residential consumers from 2022 through 2024 as of August 12, 2025.

The infraction rate is the number of informally verified infractions per 1,000 residential customers. Dividing per 1,000 customers normalizes the data for comparison purposes. The infraction rate is not a percentage. [Appendix B-1](#) provides a list of the infractions included in each infraction category. The Infraction Category table presents detailed information about the infractions identified in 2024 complaints to the BCS.

2022-24 Infraction Rates Major Water Utilities

Utility	2022	2023	2024
Aqua	0.35	0.52	0.49
PAWC	0.58	0.47	0.21
PWSA*	n/a	n/a	0.24
Audubon	0.00	0.00	0.00
Columbia	0.09	0.00	0.00
Community Utilities	0.38	0.75	0.00
Newtown Artesian	0.00	0.00	0.00
Veolia Bethel ⁺	0.00	0.00	n/a
Veolia PA ⁺	0.14	0.15	0.06
York	0.03	0.05	0.02

*2024 is the first year PWSA’s justified and compliance data are being published.

+The Veolia PA data includes Veolia Bethel as of July 1, 2023, due to the Veolia Water merger.

2024 Number and Percent of Infractions by Category
Major Water Utilities

Category	Aqua	PAWC	PWSA	Audubon	Columbia	Community Utilities	Newtown Artesian	Veolia PA	York	All Water Industry
Billing and Payment	0	8	0	0	0	0	0	0	0	8
	0%	6%	0%	0%	0%	0%	0%	0%	0%	1%
Credit Standards and Deposits	22	7	1	0	0	0	0	0	0	30
	11%	5%	4%	0%	0%	0%	0%	0%	0%	2%
Dispute Handling	39	53	1	0	0	0	0	1	1	95
	19%	38%	4%	0%	0%	0%	0%	25%	100%	21%
Landlord / Ratepayer	0	4	0	0	0	0	0	0	0	4
	0%	3%	0%	0%	0%	0%	0%	0%	0%	<1%
Liability – Bill Responsibility	1	3	0	0	0	0	0	0	0	4
	<1%	2%	0%	0%	0%	0%	0%	0%	0%	<1%
Make-Up Bills	10	3	1	0	0	0	0	0	0	14
	5%	2%	4%	0%	0%	0%	0%	0%	0%	1%
Meter Reading	18	6	2	0	0	0	0	0	0	26
	9%	4%	8%	0%	0%	0%	0%	0%	0%	2%
Reconnection of Service	49	14	2	0	0	0	0	2	0	67
	24%	10%	8%	0%	0%	0%	0%	50%	0%	10%
Termination Grounds	32	15	2	0	0	0	0	0	0	49
	16%	11%	8%	0%	0%	0%	0%	0%	0%	4%
Termination Procedures	4	8	4	0	0	0	0	1	0	17
	2%	6%	17%	0%	0%	0%	0%	25%	0%	6%
Transfer of Accounts	0	1	2	0	0	0	0	0	0	3
	0%	1%	8%	0%	0%	0%	0%	0%	0%	1%
Other	30	18	9	0	0	0	0	0	0	57
	15%	13%	38%	0%	0%	0%	0%	0%	0%	7%
Total	205	140	24	0	0	0	0	4	1	374

Programs That Assist Low-Income Customers

Several water utilities voluntarily operate programs to assist low-income customers in maintaining water service.

Aqua Pennsylvania Inc. (Aqua) – Aqua’s Customer Assistance Program (CAP) provides both monthly bill discounts and arrearage forgiveness benefits to participants. It incorporates a tiered discount program, providing the highest level of discount to those with the lowest incomes. The discount levels were increased as a result of Aqua PA’s recent base rate case proceeding. For those who enter CAP with an existing balance, a \$40 arrearage forgiveness credit is provided when the monthly discounted bill is paid. Customers with incomes up to 200% of Federal Poverty Level can qualify. Customers must provide income documentation or complete a Zero Income Form to enroll and will be recertified on a recurring basis according to their income type. Customers with high usage may be selected to receive a conservation kit, and participants may also request kits directly. CAP participants may also be eligible for leak repairs through Aqua’s Leak Repair program. At year-end 2024, Aqua’s CAP enrollment was 6,826 participants. Aqua provided discounts totaling \$2,750,570 and \$372,838 in arrearage forgiveness benefits in 2024.

Pennsylvania American Water Co. (PAWC) – In 1991, PAWC established the “Help to Others” (H2O) program to assist payment-troubled customers. The program has expanded and includes a bill discount program, an arrearage management program, a conservation program, and a hardship fund.

Beginning on January 28, 2023, the H2O bill discount program underwent a change that modified the discount percentage based on the household’s monthly income. PAWC’s bill discount program started with three tiers, and in August 2024, a fourth tier was added. The program provides a monthly discount toward the customer’s water bills of 30% to 90% on the service charge and 20% to 80% on the volumetric charges. The program also provides a monthly discount of 37% to 85% on the total wastewater charges. In 2024, there were over 34,000 customers billed at the discounted rate.

In October 2024, PAWC began the Arrears Management Program (AMP or the arrears forgiveness program). Residential customers enrolled in the bill discount program are eligible for AMP if they have a balance of at least \$150 that is 60 days or more past due. Once accepted into the program, customers who pay their current monthly bill in full, plus a \$5 copayment, will have \$25 of their past due balance forgiven. In 2024, 1,509 customers were enrolled in the program.

The H2O program also offers a conservation program, which provides water-saving devices and conservation education to customers enrolled in the company’s bill discount program. In 2024, nearly 2,900 income-eligible customers were provided with water-saving devices and conservation education at no cost.

As part of the H2O program, PAWC participates with the Dollar Energy Fund to provide hardship grants of up to \$500 per year for qualifying water and wastewater customers. Dollar Energy Fund is PAWC’s hardship fund administrator. These grants are applied directly to a customer’s account who needs help paying their utility bills. During the 2023-2024 program year, PAWC’s annual contributions for hardship fund grants to income-eligible water and wastewater customers were \$725,000 and \$125,000, respectively.

During the 2024 calendar year, grants totaling \$668,447 for water customers and \$45,557 for wastewater customers were applied to residential accounts. As a result, 1,659 water customers received an average hardship fund grant of \$403, and 119 wastewater customers received an average hardship grant of \$383.

Pittsburgh Water and Sewer Authority (PWSA) – PWSA’s internal PGH2O Cares team administers its customer assistance programs for low income, residential customers in need.

The Bill Discount Program provides a percentage-based reduction of fixed monthly water, wastewater conveyance, and stormwater charges for customers who are at or below 200% of the Federal Poverty Level. In 2024, bill discounts remained at 100% of the fixed monthly water and wastewater conveyance base charges and 85% of the stormwater charges. A total of 8,084 customers were enrolled in the Bill Discount Program. PGH2O Cares personnel proactively reach out to customers to recertify for the Bill Discount Program every two years. For customers with past due balances who are enrolled in the Bill Discount Program, PWSA credits their account in the amount of \$40 for each on-time, monthly payment in an active payment plan to assist with reducing their arrears. In 2024, PWSA provided 8,610 Arrearage Forgiveness Credits, expunging \$330,300 in customer debt.

The Hardship Grant Program was expanded in 2024 to offer two grants, one for water service and one for wastewater conveyance service, each up to \$450 per year for customers who are at or below 200% of the Federal Poverty Level. In 2024, PWSA provided \$556,345 in grants to 1,100 customers for an average benefit of \$506.

Confirmed low-income customers who are at or below 300% of the Federal Poverty Level are granted a stay of termination for non-payment from December 1st through March 31st regardless of the heating source in the home. The PGH2O Cares team provides payment counseling and payment arrangements to those customers with past due charges.

The Lead Service Line Replacement Reimbursement Program provides for 100% reimbursement of private side lead service line replacement costs for customers who are at or below 300% of the Federal Poverty Level, with a decreasing reimbursement percentage to 500% of the Federal Poverty Level, after which water customers are eligible for a \$1,000 stipend if they hire a private plumber and replace their own private lead service line. During calendar year 2024, PWSA processed a total of 730 reimbursement applications. Of these, 539 applications were approved. From the approved applications, 56 reimbursements were issued in 2024 at a total cost of approximately \$384,000.

On September 5, 2023, PWSA launched a new program offering, the Line Repair and Water Conservation Pilot Program, to provide income-qualified customers with in-home plumbing repairs and education on effective water conservation practices. After an agreement is signed by the property owner, a PWSA contractor repairs leaks on exposed plumbing, replaces failing plumbing devices, and installs low flow showerheads, toilets, and aerators. All work is covered by a one-year warranty. The PGH2O Cares team then ensures that the customer is enrolled in usage alerts within the Customer Advantage Portal so that future plumbing issues may be dealt with swiftly. In 2024, 159 customers received in-home plumbing repairs and on average achieved a 17% reduction of their monthly consumption.

PWSA customers who are billed for sewage treatment charges on behalf of the Allegheny County Sanitary Authority (ALCOSAN) are also eligible for assistance through ALCOSAN’s Clean Water Assistance Fund. This program assists customers who are at or below 150% of the Federal Poverty Level. While ALCOSAN is not a jurisdictional utility, in 2024, ALCOSAN provided \$109,410 in grants to 2,352 eligible PWSA customers.

Veolia Water Pennsylvania (Veolia PA) – Veolia PA implemented the “Veolia Cares” program in 2005. Veolia Cares is a nonprofit 501(c)(3) organization that provides financial assistance to customers who experience a temporary financial crisis caused by such occurrences as a job loss, severe illness, casualty, or extensive military service. Cash grants up to \$300 are provided to qualifying customers who are first screened by the Salvation Army for eligibility. To be eligible for a grant, customers must have made a nominal payment

within the last 90 days. During the 2024 program year, the utility provided grants totaling \$43,882 to qualifying customers.

York Water Co. – In 2005, the York Water Co. established the “York Water Cares” program. This program offers qualified customers up to \$120 in arrearage forgiveness benefits, as well as aids with plumbing repairs. The repairs are designed to help the customer conserve and reduce overall water usage.

The utility enrolled a total of eight new customers in 2024 in the York Water Cares program with expenditures of \$2,311 for customer plumbing repairs. As of the program end in 2024, three customers received arrearage forgiveness benefits totaling \$90 for an average benefit of approximately \$30 per customer.

Wastewater

In the UCARE report, the wastewater industry complaints are part of the “other” industry. BCS receives a small number of complaints for the “other” industry, as demonstrated in the [Total Volume of Consumer Complaints and PARs to BCS](#) table in Chapter 3, Categories of Residential Consumer Complaints.

To provide additional context regarding the smaller size of the wastewater utilities, the following table provides the number of residential customers for the five largest wastewater utilities. Utilities provided BCS with this data, which may be presented as a 12-month average or an end of year snapshot as of December 31, 2024. PWSA complaints regarding the water industry have been incorporated into the Water Industry tables as a large water utility, to make it easier to compare PWSA to the other larger water utilities that are regulated by the PUC.

2024 Number of Residential Customers Large Wastewater Utilities

Utility	Number of Residential Customers
Aqua PA Wastewater	28,993
PAWC Wastewater	26,750
PWSA-Sewer	27,466
Veolia PA Wastewater	268
York Water Co. Wastewater*	500
Total	83,977

*York Water provided an estimate of wastewater-only customers.

Stormwater Complaints

In addition to providing water and sewer services, PWSA also collects stormwater fees from approximately 5,366 stormwater-only customers. BCS tracks the number of PWSA complaints that contain a stormwater component. The following table shows the total number of residential PWSA informal complaints in 2022-2024, compared to the number of water complaints that included a dispute regarding stormwater.

2022-24 PWSA Residential Stormwater Complaints (Consumer Complaints and PARs)

Utility	Total Number of Water Complaints			Total Number of Water Complaints with a Stormwater Component			% of Water Complaints with a Stormwater Component		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
PWSA	208	316	373	9	8	10	4%	3%	3%

8. Telecommunications Industry

During 2024, BCS processed Consumer Complaints related to basic voice service, broadband, Lifeline, PARs and Inquires from the customers of a variety of telecommunications service providers, including incumbent local exchange carriers (ILECs), competitive local exchange carriers (CLECs), long-distance companies, resellers, and eligible telecommunications carriers (ETCs).

In 2024, there were 500 providers of telecommunications services with certificates of public convenience in Pennsylvania. Of these, 35 were ILECs. The ILECs included 30 non-major utilities that each served less than 50,000 residential customers and five major utilities that each served over 50,000 residential customers. In 2024, based on 52 Pa. Code § 64.201 reporting, Pennsylvania local exchange carriers supplied service to an average of 648,669 residential telecommunications service access lines each month.

Because the five major ILECs provided voice telecommunications service to the vast majority of those telecommunications access service lines (an average of 541,133 residential service lines each in 2024), this chapter will focus on the five major ILECs – **Brightspeed**, Frontier Communications Commonwealth Telephone Co. (**Frontier Commonwealth**), Verizon North LLC (**Verizon North**), Verizon Pennsylvania LLC (**Verizon PA**), and Windstream Communications (**Windstream**). See the [Non-Major Utilities](#) chapter for complaints regarding the non-major telecommunications companies.

Since 2017, BCS has included information related to broadband access service disputes within the telecommunications section of the annual UCARE. The Chapter 30 Broadband information currently provided in the report includes the information contained in the Pennsylvania Broadband Bill of Rights. Specifically, pursuant to Chapter 30 of the Code, Pennsylvania consumers have the right to obtain service from all ILECs covered by Chapter 30, which includes the five major ILECs, within 10 business days of the request for broadband access service and the service must meet the following broadband speed requirements: 1.544 megabits per second (Mbps) download and 0.128 Mbps upload.

The majority of broadband-related complaints received by BCS include a dispute regarding voice telecommunications service. For tracking and evaluative purposes, BCS assigns a telecommunications quality of service "reason for contact" code to these complaints. BCS identifies issues related to jurisdictional broadband by using a special indicator on the complaint; however, that indicator does not track the specific Chapter 30 issue at this time.

When BCS identifies instances when the ILEC may have failed to meet their Chapter 30 obligations, the ILEC is notified of the infraction. These informal infractions are reported later in this chapter in the Infraction Categories table.

Unlike the electric, gas, and water chapters, the analyses of the five utilities that appear in this chapter include complaints about competition-related issues such as slamming, competition-related service complaints and billing problems. This is the 18th year that competition-related complaints are included in the analyses of the telecommunications utilities.

Act 183 of 2004 replaced the original Chapter 30 that expired due to the sunset provisions included in the Act. Among other issues, it provided the opportunity for an ILEC to petition the PUC for a determination of the competitive status of its services that are also offered by other providers. On March 4, 2015, the PUC entered an Opinion and Order at Docket Nos. [P-2014-2446303](#) and [P-2014-2446304](#), which granted competitive reclassification for basic local exchange telecommunications services in 153 of the 504 Verizon PA

and Verizon North wire centers throughout the state.⁶ The reclassification temporarily waived certain sections of 52 Pa. Code, Chapters 63⁷ and 64⁸ for a maximum of five years or until the PUC promulgates a final rulemaking addressing competitive reclassification.

On September 21, 2020, the PUC initiated a rulemaking for Chapters 63 and 64 in response to changes in competitive market conditions in the telecommunications industry and to address whether the waivers granted in the 2015 Verizon Reclassification order should be made permanent on an industry-wide basis. In August 2022, the PUC finalized the rulemaking, making many of the temporary waivers from the Reclassification Order permanent, rescinding obsolete regulations, and creating several new regulations. The new regulations allow for electronic billing, electronic suspension, and termination notices, and require regulated LECs to provide consumers with an annual confidentiality statement.

The finalized regulations also made the Automatic Customer Transfer (warm transfer) available to all regulated LECs. Warm transfer is a voluntary process between BCS and participating telecommunication utilities, used to resolve Consumer Complaints. Currently, only Verizon and Frontier participate in the process. Verizon has participated in the process since 2012, while Frontier began their participation in October 2021. When a complainant contacts BCS by phone to file an informal complaint involving Verizon or Frontier, the customer is offered an opportunity for a “warm transfer” directly back to the utility to attempt to resolve the complaint one last time. If the utility resolves the complaint to the customer’s satisfaction, the utility submits an abbreviated report to BCS and the informal complaint is withdrawn or closed. BCS may ask for additional information from the utility if the customer is not satisfied and the case will be investigated further by BCS staff.

2022-24 Warm Transfers Completed Residential Informal Complaints (Consumer Complaints and PARs) Major Local Telecommunications Utilities

Utility	Total Number of Complaints			Total Number of Warm Transfers Completed			% of Warm Transfers Completed		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Frontier Commonwealth*	228	248	123	18	12	8	8%	5%	7%
Verizon North	29	35	28	4	3	6	14%	9%	21%
Verizon PA	593	519	479	73	45	77	12%	9%	16%
Total	850	802	630	95	60	91	11%	7%	14%

*Frontier Commonwealth began accepting warm transfers in October 2021.

⁶ See Appendix B of Docket Nos. [P-2014-2446303](#) and [P-2014-2446304](#), March 4, 2015.

⁷ See Appendix D of Docket Nos. [P-2014-2446303](#) and [P-2014-2446304](#), March 4, 2015.

⁸ See Appendix E of Docket Nos. [P-2014-2446303](#) and [P-2014-2446304](#), March 4, 2015.

Total Complaint Numbers and Rates

The following table shows the total number of all informal complaints: Consumer Complaints, PARs, and Inquiries combined. The total complaint rate is the total number of complaints per 1,000 residential customers.

2022-24 Residential Total Complaint Numbers/Rates Major Local Telecommunications Utilities

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Brightspeed	177	2.15	115	1.55	172	2.70
Frontier Commonwealth	291	4.60	303	5.16	159	2.85
Verizon North	40	0.50	52	0.73	34	0.54
Verizon PA	839	2.25	819	2.47	678	2.37
Windstream	112	1.49	123	1.63	103	1.41
Total	1,459		1,412		1,146	
Industry Average		2.17		2.31		2.12

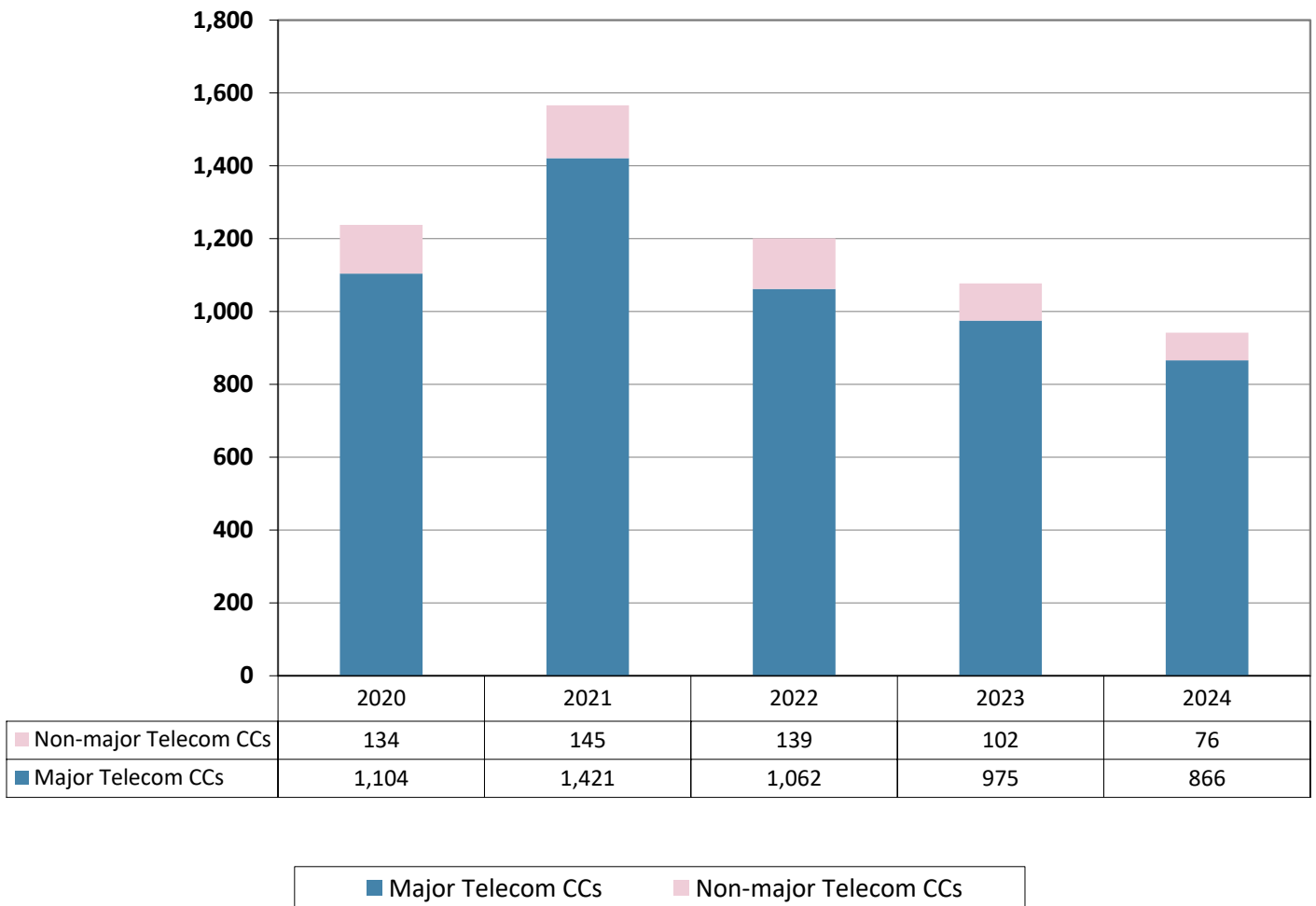
Consumer Complaints

Although BCS processed Consumer Complaints concerning different types of telecommunications service providers in 2024, the complaints predominantly came from the residential customers of the five major ILECs.

During 2024, BCS processed 942 total Consumer Complaints from residential customers of the various telecommunications service providers. The five major ILECs represented 92% (866) of the total Consumer Complaints, while only 17 Consumer Complaints were received for the non-major ILECs. In 2024, 34 of the total Consumer Complaints were from residential customers of the CLECs operating in Pennsylvania, and BCS processed an additional 21 Consumer Complaints regarding ETCs that provide Lifeline services. The remaining Consumer Complaints in 2024 were from residential customers of other telecommunications providers, such as long-distance carriers, resellers and Voice over Internet Protocol (VoIP).

The following graph presents a comparison of the number of residential Consumer Complaints for the telecommunications industry from 2020 to 2024.

2020-24 Residential Consumer Complaints (CCs) - Telecom



Consumer Complaint Categories

The following table shows the number and percentage of 2024 complaints in each of the 11 categories used by BCS policy analysts for compliance evaluation. These categories are based on all BCS evaluated residential complaints in 2024. See [Appendix C-1](#) for an explanation of the categories.

2024 Number and Percent of Evaluated Consumer Complaints by Dispute Category Major Local Telecommunications Utilities

Category	Brightspeed	Frontier Common- wealth	Verizon North	Verizon PA	Wind- stream	Telecom- munications Industry
Unsatisfactory Service	107	80	22	326	61	596
	79%	73%	88%	81%	78%	79%
Service Delivery	20	11	1	39	10	81
	15%	10%	4%	10%	13%	11%
Billing Disputes	6	7	1	12	4	30
	4%	6%	4%	3%	5%	4%
Discontinuance / Transfer	1	4	0	7	0	12
	1%	4%	0%	2%	0%	2%
Non-Recurring Charges	1	4	0	4	1	10
	1%	4%	0%	1%	1%	1%
Service Terminations	0	2	0	1	0	3
	0%	2%	0%	<1%	0%	<1%
Annoyance Calls	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Competition	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Credit and Deposits	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Toll Services	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
All Other Problems	0	2	1	13	2	18
	0%	2%	4%	3%	3%	2%
Total	135	110	25	402	78	750

Consumer Complaint Rate, Justified Consumer Complaint Rate, and Percent of Justified Consumer Complaints

The following tables show the Consumer Complaint Rate, the Justified Consumer Complaint Rate, and the Percent of Justified Consumer Complaints for each major telecommunications utility in 2022, 2023, and 2024. A complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The Consumer Complaint Rate is the number of Consumer Complaints per 1,000 residential customers. The Justified Consumer Complaint numbers are estimated based on the number of Consumer Complaints when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified Consumer Complaint rate is the ratio of the estimated number of Justified Consumer Complaints per 1,000 residential customers based on a representative sample of complaints. The Justified Consumer Complaint rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The percentage of justified Consumer Complaints is the estimated number of Justified Consumer Complaints divided by the total number of complaints received (multiplied by 100).

2024 Residential Consumer Complaint Rates, Justified Consumer Complaint Rates, and Percent of Justified Consumer Complaints Major Local Telecommunications Utilities

Utility	Consumer Complaint Rate	Justified Consumer Complaint Rate	Percent of Justified Consumer Complaints
Brightspeed	2.40	1.14	47.4%
Frontier Commonwealth	2.18	0.58	26.4%
Verizon North	0.45	0.18	40.0%
Verizon PA	1.66	0.68	40.8%
Windstream	1.20	0.32	26.9%
Industry Average	1.58	0.61	38.5%

**2022-24 Residential Consumer Complaint Numbers/Rates
Major Local Telecommunications Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Brightspeed	132	1.61	87	1.17	153	2.40
Frontier Commonwealth	226	3.58	248	4.22	122	2.18
Verizon North	29	0.36	35	0.49	28	0.45
Verizon PA	586	1.57	513	1.54	475	1.66
Windstream	89	1.19	92	1.22	88	1.20
Total	1,062		975		866	
Industry Average		1.66		1.73		1.58

**2022-24 Justified Residential Consumer Complaint Numbers/Rates
Major Local Telecommunications Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Brightspeed	77	0.94	42	0.57	73	1.14
Frontier Commonwealth	168	2.66	168	2.86	32	0.58
Verizon North	17	0.21	17	0.24	11	0.18
Verizon PA	352	0.94	209	0.63	194	0.68
Windstream	38	0.51	28	0.37	24	0.32
Total	652		464		334	
Industry Average		1.05		0.93		0.61

**2022-24 Number/ Percent of Justified Residential Consumer Complaints
Major Telecommunications Utilities**

Utility	2022		2023		2024	
	Number	Percent	Number	Percent	Number	Percent
Brightspeed	77	58.3%	42	48.3%	73	47.4%
Frontier Commonwealth	168	74.3%	168	67.7%	32	26.4%
Verizon North	17	58.6%	17	48.6%	11	40.0%
Verizon PA	352	60.1%	209	40.7%	194	40.8%
Windstream	38	42.7%	28	30.4%	24	26.9%
Total	652		464		334	
Industry Average		61.4%		47.6%		38.5%

Consumer Complaint Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS Consumer Complaints. Response time to Consumer Complaints for the telecommunications utilities is calculated using all categories of Consumer Complaints, including automatic customer transfers (also known as Warm Transfer).

**2022-24 Average Response Time to BCS
Residential Consumer Complaints
Major Local Telecommunications Utilities**

Utility	Number of Days		
	2022	2023	2024
Brightspeed	25.5	25.7	21.7
Frontier Commonwealth	19.7	15.8	14.0
Verizon North	17.1	15.4	15.1
Verizon PA	14.2	15.4	14.7
Windstream	16.0	14.7	17.7
Industry Average	17.0	16.4	16.2

Payment Arrangement Requests

Telecommunications service consists of three components: basic service, non-basic service, and toll service. BCS does not process requests for payment arrangements involving toll or non-basic services because the PUC does not possess payment arrangement jurisdiction over competitive services. For the telecommunications industry, PARs are principally contacts to BCS or to utilities involving a request for payment terms for arrearages associated with basic service. Failure to enter a payment arrangement or pay arrearages due for basic service may result in suspension, and subsequent termination, of basic service.⁹ Suspension of basic telecommunications service involves the temporary cessation of service without the consent of the customer, while termination of basic service is the permanent cessation of service. Most telecommunications PARs are from customers who contact BCS to request payment arrangements after they have received a suspension notice.

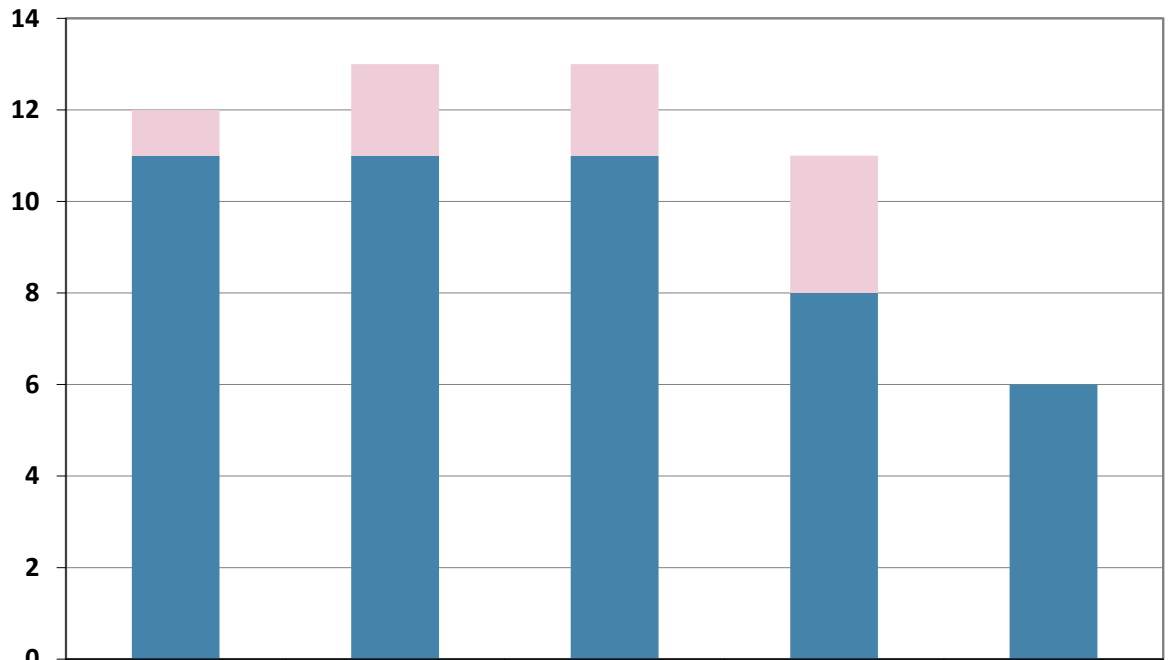
Telecommunications utilities are not covered by Chapter 14. For the telecommunications industry, most of the complaints found in the PAR category deal with matters covered by Chapter 30, *Alternative Form of Regulation of Telecommunications Services*, Chapters 63 and/or 64, *Telephone Service and Standards and Billing Practices for Residential Telephone Service*. Although Chapter 64 uses the term “payment agreement,” “payment arrangement” has been used throughout this report for consistency.

Under Chapter 64, a customer contact in response to a suspension notice is a dispute (as the term is defined in Section 64.2) only if the contact includes a disagreement with respect to the application of a provision of Chapter 64. Where telecommunications complaints involving telecommunications service suspension are concerned, failure to negotiate a payment arrangement does not in itself mean that a dispute exists. Consequently, in this report, telecommunications complaints that involve PARs have been separated from telecommunications PARs that also involve a dispute. For the telecommunications industry, PARs that involve a dispute are classified as Consumer Complaints. For the reasons mentioned above regarding the limited jurisdiction of BCS, the number of contacts BCS receives related to telecommunications PARs is very low. During 2024, BCS processed six PARs from residential customers of the various telecommunications service providers. The five major telecommunications utilities represented 100% (six) of the total PARs for the telecommunications industry.

⁹ Suspension or termination of basic local exchange service can also occur when a customer refuses to voluntarily transition their service from traditional copper to fiber during an ILEC’s network transformation.

The following graph presents a comparison of the number of residential PARs for the telecommunications industry from 2020 to 2024.

2020-24 Residential PARs - Telecom



	2020	2021	2022	2023	2024
Non-major Telecom PARs	1	2	2	3	0
Major Telecom PARs	11	11	11	8	6

■ Major Telecom PARs ■ Non-major Telecom PARs

PAR Rate, Justified PAR Rate, and Percent of Justified PARs

The following tables show the PAR Rate, the Justified PAR Rate, and the Percent of Justified PARs for each major telecommunications utility in 2022, 2023, and 2024. A PAR complaint is considered “justified” if it is found that the utility did not comply with statutes, regulations, PUC Orders, Secretarial Letters, or tariffs. BCS evaluates a representative sample of informal complaints for each utility.

The PAR Rate is the number of PARs per 1,000 residential customers. The Justified PAR numbers are estimated based on the number of PARs when BCS closes the dataset for analyses, after all the internal processes involving the evaluation and analysis of the data have occurred. The date varies each year, due to multiple factors that can impact the investigation and closure of cases and/or the evaluation of the representative sample of cases for each utility and/or the analysis of the data (e.g., caseload fluctuations, staffing fluctuations/changes, systemic issues, etc.). The Justified PAR Rate is the ratio of the ratio of the estimated number of justified PARs per 1,000 residential customers based on a representative sample of complaints. The Justified PAR rate is not a percentage, but rather a normalized ratio useful for comparing utility performance among the various companies.

The Percent of Justified PARs is the estimated number of justified complaints divided by the total number of complaints received (multiplied by 100). Due to the low volume of telecommunications PARs, the comparison value of the various PAR rates is very limited.

2024 Residential PAR Rates, Justified PAR Rates, and Percent of Justified PARs Major Local Telecommunications Utilities

Utility	PAR Rate	Justified PAR Rate	Percent of Justified PARs
Brightspeed	0.00	0.00	0.0%
Frontier Commonwealth	0.02	0.00	0.0%
Verizon North	0.00	0.00	0.0%
Verizon PA	0.01	0.00	25.0%
Windstream	0.01	0.00	0.0%
Industry Average	0.02	0.00	16.7%

**2022-24 Residential PAR Numbers/Rates
Major Local Telecommunications Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Brightspeed	0	0.00	1	0.01	0	0.00
Frontier Commonwealth	2	0.03	0	0.00	1	0.02
Verizon North	0	0.00	0	0.00	0	0.00
Verizon PA	7	0.02	6	0.02	4	0.01
Windstream	2	0.03	1	0.01	1	0.01
Total	11		8		6	
Industry Average		0.02		0.01		0.02

**2022-24 Justified Residential PAR Numbers/Rates
Major Local Telecommunications Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Brightspeed	0	0.00	0	0.00	0	0.00
Frontier Commonwealth	2	0.03	0	0.00	0	0.00
Verizon North	0	0.00	0	0.00	0	0.00
Verizon PA	1	0.00	2	0.01	1	0.00
Windstream	0	0.00	0	0.00	0	0.00
Total	3		2		1	
Industry Average		0.01		0.00		0.00

**2022-24 Number/Percent of Justified Residential PARs
Major Local Telecommunications Utilities**

Utility	2022		2023		2024	
	Number	Rate	Number	Rate	Number	Rate
Brightspeed	0	0.0%	0	0.0%	0	0.0%
Frontier Commonwealth	2	100.0%	0	0.0%	0	0.0%
Verizon North	0	0.0%	0	0.0%	0	0.0%
Verizon PA	1	14.3%	2	33.3%	1	25.0%
Windstream	0	0.0%	0	0.0%	0	0.0%
Total	3		2		1	
Industry Average		27.3%		25.0%		16.7%

PAR Response Time

Response time is defined as the number of days from the date BCS first contacts the utility regarding a complaint to the date the utility provides BCS with the initial informal complaint report. Response time quantifies the speed of a utility’s response to BCS PAR complaints. The calculation for average response is calculated using all categories of PARs, including automatic customer transfers (also known as Warm Transfer).

**2022-24 Average Response Time to BCS
Residential PARs
Major Local Telecommunications Utilities**

Utility	Number of Days		
	2022	2023	2024
Brightspeed	0.0	28.0	0.0
Frontier Commonwealth	8.0	0.0	21.0
Verizon North	0.0	0.0	0.0
Verizon PA	11.3	15.7	4.8
Windstream	18.5	20.0	18.0
Industry Average	9.6	17.8	9.7

Termination of Service

Chapter 64 defines suspension as a temporary cessation of service without the consent of the customer. Termination of service, according to Chapter 64, is the permanent end of service after a suspension without the consent of the customer. Most telecommunications PARs are complaints relating to the termination of service and are registered during the suspension phase. Many customers who have their basic service suspended can make payment arrangements and avoid termination. Those seeking to restore service are treated by the service providers as applicants.

Previously the termination rate for the telecommunications industry was calculated in the UCARE reports as the number of terminations per 1,000 residential customers; however, the termination rate for the telecommunications industry is now being calculated consistently with the other industries as defined below.

The following table displays the number of service terminations of residential accounts for the major ILECs in 2022, 2023, and 2024. The termination rate is defined as the number of service terminations divided by the number of residential customers.

2022-24 Residential Service Terminations/Termination Rates Major Local Telecommunications Utilities

Utility	Residential Service Terminations			Termination Rates		
	2022	2023	2024	2022	2023	2024
Brightspeed	4,308	4,920	5,160	5.24	6.64	8.10
Frontier Commonwealth	1,152	1,212	1,560	1.82	2.06	2.79
Verizon North	1,332	1,092	1,164	1.67	1.54	1.86
Verizon PA	7,308	6,204	5,448	1.96	1.87	1.91
Windstream	3,192	3,180	2,520	4.25	4.20	3.44
Total	17,292	16,608	15,852			
Industry Average				2.57	2.72	2.93

Compliance

BCS provides utilities with written notice of alleged violations or infractions of PUC’s statutes and regulations found while handling an informal complaint. Utilities have an opportunity to review and respond or appeal the written notice. The use of “infraction rate” is intended to help the PUC monitor and maintain customer services at the same level of quality for all telecommunications customers, regardless of who provides their telecommunications services.

The infraction rates in the following tables are based on review of informal complaints filed by residential consumers from 2022 through 2024 as of August 12, 2025.

The infraction rate is the number of informally verified infractions per 1,000 residential customers. Dividing per 1,000 customers normalizes the data for comparison purposes. The infraction rate is not a percentage. [Appendix B-2](#) provides a list of the infractions included in each infraction category. The Infraction Category table presents detailed information about the infractions identified in 2024 complaints filed with BCS.

2022-24 Infraction Rates Major Local Telecommunications Utilities

Utility	2022	2023	2024
Brightspeed	2.08	0.81	2.81
Frontier Commonwealth	6.77	3.90	0.90
Verizon North	0.65	0.27	0.51
Verizon PA	2.89	1.20	1.40
Windstream	1.16	0.58	0.48

**2024 Number and Percent of Infractions by Category
Major Local Telecommunications Utilities**

Category	Brightspeed	Frontier Common- wealth	Verizon North	Verizon PA	Wind- stream	Telecom- munications Industry
Billing and Payment	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Broadband	0	0	0	1	1	2
	0%	0%	0%	<1%	3%	1%
Complaint Procedures	21	4	7	75	5	112
	12%	8%	22%	19%	14%	15%
Customer Trouble Reports	67	25	10	175	15	292
	37%	50%	31%	44%	43%	41%
Dispute Procedures	4	1	4	22	1	32
	2%	2%	13%	6%	3%	5%
Migration	0	0	0	2	0	2
	0%	0%	0%	1%	0%	<1%
Network Modernization Plans	3	8	0	8	1	20
	2%	16%	0%	2%	3%	5%
Quality of Service	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Service Records	69	6	8	51	5	139
	39%	12%	25%	13%	14%	21%
Slamming and Cramming	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Suspension and Termination	0	2	0	1	0	3
	0%	4%	0%	<1%	0%	1%
Other	15	4	3	65	7	94
	8%	8%	9%	16%	20%	12%
Total	179	50	32	400	35	696

Universal Service Programs

As part of its ongoing responsibilities, BCS monitors the universal service programs of local telecommunications companies and ETCs. For the telecommunications industry, universal service programs¹⁰ include Lifeline Service (Lifeline),¹¹ Lifeline 100 Service (Lifeline 100)¹² through Verizon PA and Verizon North and the Verizon PA Universal Telephone Assistance Program (UTAP). These programs ensure that low-income consumers have access to telecommunications service by providing discounts or credits for telecommunications service. The PUC approved the implementation of Pennsylvania's first universal service program for local telecommunications companies in 1989.¹³ In December 1997, the PUC approved Lifeline service plans for 44 incumbent telecommunications utilities which led to the statewide implementation of the telecommunications utilities' Lifeline programs in 1998.

Lifeline

The PUC's May 19, 2005, Final Lifeline Order (Final Order), at Docket No. [M-00051871](#) expanded the Lifeline program eligibility to be consistent with the Federal Communications Commission's (FCC) programs.¹⁴ The Final Order added an income-only based factor (income at or below 135% of the federal poverty guidelines) as a new criterion for Pennsylvania's Lifeline program eligibility. Second, the Final Order directed all carriers designated by the PUC as Eligible Telecommunication Carriers (ETCs)¹⁵ to implement the Lifeline provisions contained in Chapter 30. Under these provisions,¹⁶ ETCs are to inform new and existing customers about the availability of Lifeline services. They also must permit eligible Lifeline service customers to purchase any number of optional services (i.e., call waiting) at the tariffed rates for these services.

In August 2010, the PUC adopted the final Policy Statement on the Commonwealth of Pennsylvania Guidelines for Designation and Annual Recertification as an ETC for purposes of Federal Universal Service Support (ETC Guidelines).¹⁷ Designation as an ETC for provision of Lifeline service permits the wireline and wireless providers to participate in the federal Universal Service Fund's (USF) Lifeline program in order to receive low-income support from the federal USF.¹⁸

On March 2, 2012, the FCC issued a Final Rule¹⁹ which reformed and began to modernize the federal USF Lifeline program. The reforms were intended to accomplish the following: (1) strengthen protections against waste, fraud and abuse; (2) improve program administration and accountability; (3) improve enrollment and consumer disclosures; (4) initiate modernization of the program for broadband; and (5) constrain the growth of the program to reduce the burden of all who contribute to the federal USF.

¹⁰ Except for UTAP, these programs are supported fully or in part by federal universal service funds.

¹¹ Lifeline f/k/a/ Lifeline 135 in previous UCARE reports.

¹² Lifeline 100 f/k/a Lifeline in previous UCARE reports.

¹³ The Link-Up America Program was the first universal service program. The FCC eliminated this program in 2012.

¹⁴ [FCC Report and Order and Further Notice of Proposed Rulemaking in the Matter of Lifeline and Link-Up, at CC Docket No. 04-87, WC Docket No. 03-109.](#)

¹⁵ Jurisdictional ETCs include all ILECs and other providers of communications services that have obtained ETC designation from the state commission or the FCC. The PUC designates wireless providers as ETCs. ETCs may receive federal universal service funding.

¹⁶ 66 Pa.C.S. § 3019 (f)(1-4).

¹⁷ Docket No. [M-2010-2164741](#), July 29, 2010, which codifies the guidelines at 52 Pa. Code § 69.2501.

¹⁸ 47 U.S.C. § 214(e)(3-4) In a community where no telecommunications utility provides services supported by federal universal support mechanisms, the FCC (for interstate) and the PUC (for intrastate) will determine which telecommunications utility is best able to provide such service. Any telecommunications utility ordered to provide such service will be designated as an ETC for that community and become eligible to receive universal service support. This is the carrier of last resort (COLR) obligation.

¹⁹ 47 C.F.R. Part 54 – Universal Service.

The PUC's November 9, 2016, Order at Docket No. [M-2016-2566383](#) adopted the eligibility criteria from the [FCC's Lifeline and Link Up Reform and Modernization, Third Report and Order \(2016 Order\), WC Docket No. 11-42 released April 27, 2016. Effective December 2, 2016](#), eligibility for Lifeline support was streamlined to include the following programs: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Insurance (SSI), Federal Public Housing Assistance, and Veterans Pension Benefits. The income-based eligibility (135% of Federal Poverty Guidelines) did not change. The PUC's order required ETCs designated by the PUC to adhere to all federal ETC rules, regulations, and standards including: (1) broadband as a supported service; (2) minimum service standards for broadband; (3) mobile voice and mobile broadband access services;²⁰ (4) the establishment of a National Verifier; and (5) port freeze rules.²¹ Port freeze rules were eliminated in a subsequent Lifeline order.

Currently Lifeline is offered by ILECs, CLECs, and certain wireless, cable and satellite companies. As of December 31, 2024, there were 395,017 low-income Pennsylvania consumers enrolled in Lifeline. Wireless, cable, fiber, and satellite ETCs provided Lifeline service to 388,568 of those consumers. Most Lifeline participants (388,342) in Pennsylvania chose a wireless ETC to provide their service. The following table shows enrollment activity for the major telecommunications utilities' Lifeline programs in 2022, 2023, and 2024. Information regarding total Lifeline enrollment can be found in the [2023-24 Lifeline Participation Report](#).

2022-24 Lifeline Service Activity

Utility	Total Number of Customers Who Received Lifeline Service			Total Number of Customers Enrolled as of December		
	2022	2023	2024	2022	2023	2024
Brightspeed	445	391	413	369	338	267
Frontier Commonwealth	558	468	390	447	376	267
Verizon North*	1,186	1,012	681	668	555	244
Verizon PA*	6,532	5,326	2,774	4,944	4,174	1,895
Windstream	1,189	1,189	914	867	727	639
Total	9,910	8,386	5,172	7,295	6,170	3,312

*Includes customers enrolled in both the Lifeline and Lifeline 100 programs.

As of December 1, 2024, the monthly Lifeline credit for stand-alone voice service is \$5.25, or \$9.25 for bundled service that meets the minimum standards for broadband. The monthly discount for the Verizon companies' Lifeline 100 is \$7.75.

As of December 1, 2024, the minimum broadband standard for Lifeline subscribers who receive wireline service is 25 Mbps download and 3 Mbps upload, with a minimum of 1,230 GB of usage each month. If the wireline provider is unable to meet minimum speed standard, they must provide the highest performing broadband service available with at least 4 Mbps download and 1 Mbps upload. For Lifeline subscribers who receive service through wireless ETCs, the minimum standard is 4.5 GB per month of 3G or better mobile data.

²⁰ As of Dec. 1, 2019, the minimum standard for wireless talk is 1,000 minutes, the minimum wireless broadband usage is 2 GB per month on a 3G or better network. For bundled service, only one service must meet the minimum standard. The minimum standard for fixed broadband is 18 Mbps download and 2 Mbps upload, with minimum usage of 1,000 GB per month.

²¹ In its 2016 Lifeline Order, the FCC established port freeze rules, during which Lifeline subscribers were not eligible to change providers. The port freeze for voice only service was 60 days, the port freeze for broadband and wireless broadband service was 12 months.

Universal Telephone Assistance Program

Verizon PA implemented UTAP along with its Lifeline service program as part of a settlement agreement that was approved by the PUC on August 4, 1995 ([P-00930715](#), [P-00950958](#)). Verizon PA is the only utility that offers a financial assistance program that helps existing Lifeline 100 customers and qualified Lifeline 100 applicants (with a pre-existing basic service arrearage) to restore their basic telecommunications service. The Dollar Energy Fund manages UTAP and distributes funds to qualified customers and Lifeline applicants. The following table shows the number of customers enrolled in the Verizon PA Lifeline 100 program and the UTAP grants provided in 2022, 2023, and 2024.

2022-24 Verizon PA Lifeline 100 and UTAP Summary

	2022	2023	2024
Total Number of Customers Enrolled in Lifeline 100 as of December	2,282	2,772	1,493
Number of Customers Given UTAP Assistance	0	0	0
Total Amount of UTAP Funds Distributed	\$0	\$0	\$0
Average Grant Amount	\$0	\$0	\$0

Automatic Notification Program

The Lifeline service automatic notification provision at 66 Pa.C.S. § 3019(f)(5) requires that all jurisdictional ETCs provide the Department of Human Services (DHS), formerly the Department of Public Welfare, with service descriptions, subscription forms, contact telephone numbers and service area information so DHS can notify its clients about the availability of Lifeline service. PUC staff continue to provide DHS with copies of informational brochures and a link to the PUC's website for information about utilities that offer Lifeline programs.

ETC Designation

In the 2005 First Universal Service Report and Order, the FCC established minimum requirements for telecommunications carriers to be designated as ETCs and encouraged states that exercise jurisdiction over ETC designation to adopt the same requirements.²² This order applied to both wireline and wireless carriers.

On April 11, 2008, the FCC conditionally designated TracFone Wireless, Inc. (TracFone) as the first wireless ETC in PA. The FCC's designation allowed TracFone to provide Lifeline service and receive reimbursement for Lifeline from the Federal USF but did not make the utility eligible for USF high-cost support.²³ At the time of the FCC designation, Pennsylvania had not yet exerted jurisdiction over wireless providers for the purpose of ETC designation.

On August 2, 2010, the PUC entered its Final Policy Statement Order, at Docket No. [M-2010-2164741](#). This order adopted the FCC minimum requirements for ETC designation but also established additional state

²² See Matter of [Federal-State Joint Board of Universal Service, First Report and Order, CC Docket No. 96-45, 20 FCC Rcd 6371](#) (released March 17, 2005).

²³ See [TracFone ETC Designation Order, CC Docket No. 96-45, Order, 23 FCC Rcd 6206](#) (released April 11, 2008).

specific requirements.²⁴ On December 22, 2010, Virgin Mobile USA, LP, became the first wireless ETC designated by the PUC.

Non-Traditional ETC Designation

In 2018, the FCC conducted the Connect America Fund Phase II, Auction 903 to allocate support to provide broadband in certain eligible areas across the United States. Auction 903 ran from July 24, 2018, to August 21, 2018. Pennsylvania had five winning bidders that will deploy broadband at 54,812 locations for a total of \$56,831,061 in support over 10 years. Among the auction winners were several non-traditional telecommunications providers including an electric cooperative and two satellite providers.

On December 7, 2020, the FCC released the results of the Rural Digital Opportunity Fund, Auction 904. Pennsylvania had 13 winning bidders that will deploy broadband to 184,505 eligible locations for a total of \$368,743,200 in support over 10 years. The winners included traditional telecommunications providers, cable providers, fiber providers, fixed wireless hybrid providers, and satellite providers. Sixty-four percent of the winning bids in PA were for broadband meeting or exceeding 100 Mbps download speeds, while a number of the winning bids were for gigabit (1,000 Mbps) broadband speeds.

To be eligible to receive support from both Auction 903 and Auction 904, each of the winning bidders must be designated as an ETC in Pennsylvania. The following table shows the ETCs approved to operate in PA as of December 31, 2024.

²⁴ See 66 Pa.C.S. § 3019(f).

2024 PA Wireless and Non-Traditional ETCs

Utility	PUC Docket #	Date of ETC Designation
Airvoice Wireless d/b/a Feel Safe Wireless	P-2013-2379431	7/9/2014
American Broadband d/b/a American Assistance	P-2013-2362571	11/5/2015
AmeriMex d/b/a Safety Net Wireless	P-2013-2369557	3/6/2014
Boomerang Wireless d/b/a enTouch Wireless	P-2014-2421056	9/1/2016
Centre WISP	P-2021-3023605	8/15/2021
Claverack Communications d/b/a Claverack Rural Electric Coop	P-2021-3023996	7/15/2021
Global Connection Inc. d/b/a Stand Up Wireless	P-2011-2245213	9/13/2012
IM Telecom d/b/a Infiniti Mobile	P-2016-2531610	6/15/2023
iWireless d/b/a Access Wireless	P-2011-2235119	9/3/2015
Limitless Mobile	P-2012-2287339	5/24/2012
Q-Link	P-2011-2275830	4/18/2013
Sage Telecom d/b/a TruConnect	P-2013-2395687	1/15/2015
Tag Mobile	P-2011-2241542	12/5/2012
Telrite Corp d/b/a Life Wireless	P-2011-2234287	9/26/2013
Time Warner Cable d/b/a Charter (cable) Spectrum (voice)	P-2021-3023594	7/15/2021
Tracfone d/b/a Safelink*	n/a	n/a
Tri-County Electric Cooperative d/b/a Tri-County Connections	P-2018-3005127	4/27/2019
Velocity.Net Communications	P-2018-3006180	1/16/2020
Viasat Carrier Services	P-2018-3004983	4/30/2020
Virgin Mobile d/b/a Assurance Wireless	P-2010-2155915	12/22/2010
Youngsville TV d/b/a Blue Fiber	P-2021-3023604	8/26/2021
YourTel America d/b/a TerraCom	P-2011-2226044	10/14/2011
Zito West d/b/a Zito Mifflin County	P-2021-3023622	9/15/2021

*The FCC approved Tracfone as an ETC for the purpose of providing Lifeline service prior to the PUC exercising its authority to designate ETCs.

National Lifeline Verifier

The National Verifier shifts the responsibility for determining Lifeline eligibility from ETCs to the program's administrator, the Universal Service Administrative Company (USAC). The National Verifier is a centralized system that confirms identity, and eligibility for Lifeline by accessing data in the National Lifeline Accountability Database (NLAD), federal and state databases. In Pennsylvania, USAC accesses the DHS Compass database to confirm consumer eligibility for Lifeline based on participation in SNAP, Medicaid, or Social Security Income.

On December 4, 2018, the National Verifier launched in Pennsylvania. Initially, ETCs were not required to use the verifier; however, 23 Pennsylvania ETCs successfully used the verifier to obtain an eligibility decision during the first month. As of March 5, 2019, applicants must receive an approved eligibility decision from the

National Verifier to enroll in Lifeline. To receive an eligibility decision, applicants have the option of applying for Lifeline through the ETC of their choice, submitting the Universal Lifeline Application and Household Worksheet by mail or by applying through the consumer portal at checklifeline.org.

Chapter 30 Broadband

Act 183 of 2004 also addressed balancing the mandated deployment of broadband facilities while promoting the provision of Universal Service. In both the original Chapter 30 enacted in 1993 and its replacement in 2004, all ILECs were required to provide 100% broadband availability to their retail access lines by December 31, 2015. Act 183 granted ILECs reductions to their PUC-mandated productivity offsets in their already approved alternative ratemaking plans if they advanced their 100% broadband deployment target date to 2008 or 2013, except for Verizon Pennsylvania, LLC, which retained the 2015 target date but also received a reduction in its productivity offset.

In 2017, the PUC published the Pennsylvania Broadband Bill of Rights to help educate consumers of their right to broadband under Pennsylvania law. Specifically, Pennsylvania consumers have the right to service within 10 business days of the request for broadband service and the service must meet the following speed requirements:

- 1.544 megabits per second (Mbps) download
- 0.128 Mbps upload

The Pennsylvania Broadband Bill of Rights directed consumers to contact BCS if their local telecommunications company cannot provide broadband, or the service does not meet Pennsylvania requirements.

Many of the telecommunication complaints that BCS receives also include issues with broadband speed and/or availability. The following table shows the total number of residential telecommunications informal complaints in 2022, 2023, and 2024 for each of the five major telecommunications utilities, compared to the number of complaints that included a dispute regarding broadband speed, access or availability. Overall, in 2024, 29% of the residential informal complaints for the major telecommunications utilities included a dispute regarding broadband speed, access, or availability, compared to 30% in 2022.

**2022-24 Chapter 30 Broadband Complaints
Residential Informal Complaints (Consumer Complaints and PARs)
Major Local Telecommunications Utilities**

Utility	Total Number of Complaints			Total Number of Complaints with a Broadband Component			Percentage of Complaints with a Broadband Component		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Brightspeed	132	88	153	54	21	67	41%	24%	44%
Frontier Commonwealth	228	248	123	106	109	54	46%	44%	44%
Verizon North	29	35	28	7	8	7	24%	23%	25%
Verizon PA	593	519	479	111	87	86	19%	17%	18%
Windstream	91	93	89	41	29	38	45%	31%	43%
Total	1,073	983	872	319	254	252	30%	26%	29%

9. Non-Major Utilities

Electric and Natural Gas Supplier Activity

Deregulation of the electric and natural gas supply industries occurred in Pennsylvania through the passage of the Electricity Generation Customer Choice and Competition Act in 1996 and the Natural Gas Choice and Competition Act in 1999. Prior to the enactment of these laws, customers in Pennsylvania procured their electricity and/or natural gas from utility companies that generated, transmitted, and distributed the energy to the customer. Under energy competition, consumers in Pennsylvania have the option to purchase electricity and/or natural gas from a supplier that is a different company than the utility; thereby allowing the consumer to choose their energy supply based on several factors, including price, or in the case of electricity, by the source of the power supplied to the customer. Currently, Pennsylvania has a robust competitive energy supply market, with over 450 electric generation suppliers and over 340 natural gas suppliers licensed with the PUC. In 2024, competitive suppliers served over 1.5 million residential electric customers and nearly 400,000 natural gas customers.

As shown in the following table, in 2024 BCS received 1,962 contacts related to competitive supplier issues in the energy industries.

2022-24 All Competition-Related Contacts by Industry

Industry	2022	2023	2024
Electric	2,465	1,822	1,657
Gas	380	347	305
Total	2,845	2,169	1,962

Of the 1,962 total contacts received about competitive supplier issues in 2024, 992 or 51% pertained to slamming. Slamming is the illegal practice of switching a customer's supplier or provider without permission. The following table presents the number of slamming Consumer Complaints and PARs received by BCS.

2022-24 Slamming Consumer Complaints and PARs by Industry

Industry	2022		2023		2024	
	Residential	Commercial	Residential	Commercial	Residential	Commercial
Electric	654	93	566	125	569	184
Gas	106	13	101	13	112	7
Total	760	106	667	138	681	191

There were 872 slamming cases in 2024. Residential consumers filed 681 complaints or 78%, commercial consumers filed the remaining 191 or 22% of slamming cases. Of the residential slamming cases, 569 were from the electric industry and 112 were from the natural gas industry.

The PUC views slamming as a very serious violation of consumer regulations and has articulated a “zero tolerance” policy against slamming.²⁵

[Appendix C-1](#) identifies the types of competition complaints tracked by BCS. In addition to slamming, bill disputes are prevalent among competition complaints to BCS.

Residential Informal Complaints for Non-Major Utilities

Historically, the primary focus of BCS’s review of utilities’ complaint handling has been on the performance of the major electric, gas, water, and telecommunications utilities. For the past several years a limited amount of complaint information for the non-major utilities and the other service providers was included in the UCARE report.

A non-major electric utility is an EDC with less than 100,000 residential customers or an electric generation supplier (EGS). A non-major gas utility is an NGDC with less than 100,000 residential customers or a natural gas supplier (NGS). A non-major water utility is a municipal water utility that serves customers outside its municipality or a non-municipal water utility with revenues of either less than \$1 million annually or greater than \$1 million annually for no more than two consecutive years. A non-major telecommunications utility is an ILEC that served less than 50,000 residential customers, a competitive local exchange carrier, a long-distance company, an IXC, a reseller, or an eligible telecommunications carrier.

In 2024, BCS observed an increase in the number of residential Consumer Complaints for the non-major water utilities when compared with 2022, while the non-major electric, gas, and telecommunications utilities decreased.

2022-24 Residential Consumer Complaints for Non-Major Utilities by Industry

Industry	2022	2023	2024
Electric	1,522	1,265	954
Gas	297	264	225
Water	13	15	18
Telecommunications	139	102	76
Total	1,971	1,646	1,273

BCS staff investigated the total number of Consumer Complaints with the non-major utilities, including suppliers, under the PUC’s jurisdiction. Most complaints against non-major utilities involved slamming and billing disputes. These two complaint categories accounted for:

- 84% of non-major electric utility complaints
- 79% of non-major gas utility complaints
- 33% of non-major water utility complaints
- 11% of non-major telecommunications utility complaints

²⁵ [L-00970121](#), Public Meeting of May 21, 1998.

The following tables present a summary of the 2024 residential informal complaints (Consumer Complaints and PARs) that are not included in the analysis within the electric, gas, water, and telecommunications chapters. The tables list the non-major utilities for the EDCs, EGSs, NGDCs, NGS, water private (WP), water municipal (WM), and providers of telecommunications services (ILECs, CLECs, ETCs and VOIP).

The Number of Complaints column includes complaints where the non-major utility is listed as the primary utility on the residential complaint. The Total Number of Complaints column includes residential complaints where the non-major utility is listed as the primary or secondary utility. Complaints where there is a secondary utility usually have the customer's EDC or NGDC listed as the primary utility. Only those non-major utilities with five or more residential complaints are listed individually. Non-major utilities with less than five residential complaints are included in the appropriate general industry category (e.g., "Other Electric Distribution Companies" or "Other CLECs," etc.). The last table lists the names of the non-major utilities with less than five residential complaints.

Suppliers vary in size and the data for the number of customers isn't available to BCS, so a high number of complaints may occur for a supplier with a higher number of customers but isn't necessarily indicative of a non-compliance issue.

**2024 Residential Informal Complaints
(Consumer Complaints and PARs)
for Non-Major Utilities**

Utility	Number of Complaints (Primary Utility)	Total Number of Complaints (Primary and Secondary Utility)
ELECTRIC		
Citizens Electric Co. of Lewisburg (EDC)	8	8
Pike County Light and Power (EDC)	8	8
Other Electric Distribution Companies (EDCs)	8	8
4 Choice Energy (EGS)	13	14
AEP Energy (f/k/a Bluestar) (EGS)	13	21
All American Power and Gas (EGS)	23	26
American Power and Gas of PA (EGS)	36	43
APG&E (EGS)	18	27
Better Buy Energy (EGS)	7	12
Cirro Energy (EGS)	6	6
City Power & Gas (EGS)	6	10
CleanChoice Energy (f/k/a Ethical Electric) (EGS)	61	85
CleanSky Energy (f/k/a Titan Gas & Power) (EGS)	51	70
Clearview Electric (EGS)	21	30
Constellation Energy Power Choice (f/k/a MX) (EGS)	5	7
Constellation New Energy (EGS)	7	15
Direct Energy (EGS)	31	50
Discount Power (EGS)	17	19
Ecoplus Power (EGS)	9	9
Eligo Energy (EGS)	7	9
Energy Harbor (f/k/a FirstEnergy Solutions) (EGS)	22	32
Energy Plus Holdings (EGS)	0	8
Frontier Utilities Northeast (EGS)	7	11
Green Mountain Energy Company (EGS)	7	9
IDT Energy (EGS)	9	10
IGS Energy (Interstate Gas Supply) (EGS)	28	34
Indra Energy (EGS)	54	63
Inspire Energy Holdings/Inspire Clean Energy (EGS)	34	49

**2024 Residential Informal Complaints
(Consumer Complaints and PARs)
for Non-Major Utilities (continued)**

Utility	Number of Complaints (Primary Utility)	Total Number of Complaints (Primary and Secondary Utility)
ELECTRIC (continued)		
Just Energy Pennsylvania (EGS)	17	23
Major Energy Services (EGS)	44	54
Median Energy PA (EGS)	12	17
Mpower Energy NJ (EGS)	11	17
National Gas & Electric (EGS)	7	9
New Wave Energy Corp (EGS)	15	17
Nextera Energy Services PA (EGS)	7	8
Nordic Energy Services (EGS)	10	15
NRG Home (EGS)	77	120
NTherm (EGS)	16	17
Park Power (EGS)	10	13
Pennsylvania Gas and Electric (EGS)	29	34
Pure Energy USA PA d/b/a Pure Energy USA (EGS)	20	24
Residents Energy (EGS)	22	27
RPA Energy d/b/a Green Choice Energy (EGS)	7	7
Rushmore Energy (EGS)	7	11
SFE Energy (EGS)	38	46
Smartenergy.com (EGS)	39	51
Spark Energy (EGS)	7	8
Spartacus Energy Services (EGS)	20	22
Spring Power & Gas (EGS)	13	17
Think Energy f/k/a Engie Retail (EGS)	6	9
Tomorrow Energy (EGS)	32	39
Verde Energy USA (EGS)	18	24
WGL Energy Services (f/k/a WGES) (EGS)	6	12
Other Electric Generation Suppliers (EGSs)	41	59
Total Non-Major Electric	1,047	1,393

**2024 Residential Informal Complaints
(Consumer Complaints and PARs)
for Non-Major Utilities (continued)**

Utility	Number of Complaints (Primary Utility)	Total Number of Complaints (Primary and Secondary Utility)
GAS		
Peoples Gas Co. f/k/a Peoples TWP (NGDC)	78	78
Other Natural Gas Distribution Companies (NGDCs)	3	3
City Power & Gas (NGS)	11	13
CleanSky Energy (f/k/a Titan Gas & Power) (NGS)	6	6
Direct Energy Services (NGS)	6	11
IGS Energy (Interstate Gas Supply) (NGS)	26	34
Indra Energy (NGS)	21	25
Inspire Energy Holdings/Inspire Clean Energy (NGS)	6	6
Major Energy (NGS)	5	8
Mpower Energy NJ (NGS)	5	6
Nordic Energy Services (NGS)	9	10
NRG Home (aka Reliant) (NGS)	26	31
Pennsylvania Energy (NGS)	8	11
Pennsylvania Gas and Electric (NGS)	17	19
SFE Energy (NGS)	29	34
Shiple Energy (NGS) (Shiple Oil Svc Inc)	5	7
Tomorrow Energy Corp. (NGS)	5	5
Verde Energy USA Pennsylvania (NGS)	6	8
Vista Energy Marketing (NGS)	0	5
Other Natural Gas Suppliers (NGSs)	34	41
Total Non-Major Gas	306	361

**2024 Residential Informal Complaints
(Consumer Complaints and PARs)
for Non-Major Utilities (continued)**

Utility	Number of Complaints
WATER	
Other Private Water	15
City of Lancaster (WM)	16
Other Municipal Water	10
Total Non-Major Water	41
TELECOMMUNICATIONS	
Consolidated Communications (f/k/a North Pgh) (ILEC)	10
Other Incumbent Local Exchange Carriers (ILECs)	7
Astound Broadband (f/k/a RCN) (CLEC)	8
Windstream Communications (CLEC)	8
Other Competitive Local Exchange Carriers (CLECs)	14
Safelink Wireless (Tracfone) (ETC)	8
Other Providers of Telecommunications Services	21
Total Non-Major Telecommunications	76

**2024 Residential Informal Complaints
(Consumer Complaints and PARs)
for Non-Major Utilities (continued)**

Non-Major Utilities with Less Than Five Residential Informal Complaints
ELECTRIC
<u>Other EDCs:</u> Borough of Schuylkill Haven, Borough of St. Clair, and Wellsboro Electric Company
<u>Other EGSs:</u> Agway Energy Services, Alpha Gas & Electric, Ambit Energy, Anthracite Power & Light Company, Astral Energy, Atlantic Energy, Brighten Energy, Central Energy - North East, Champion Energy Services, Dynegy Energy Services (East), Great American Power, Greenlight Energy, Integrity Energy, Just Energy Solutions (f/k/a Commerce), North American Power, Power Management Co., Power Up Energy, Powervine Energy, Progressive Light and Power, Public Power, Renaissance Power & Gas, Respond Power, Santanna Energy Services, Shipley Energy (Shipley Oil Service), SmartestEnergy US, South Bay Energy, Starion Energy PA, Stream Energy, Town Square Energy East, UGI Energy Service/ Energylink, Vista Energy Marketing, and Xoom Energy Pennsylvania
GAS
<u>Other NGDCs:</u> C and D Gas Company and North East Heat and Light
<u>Other NGSs:</u> Alpha Gas and Electric, Ambit Northeast, American Power and Gas of PA, Atlantic Energy, Constellation Energy Gas Choice, Dominion Energy Solutions, Eligo Energy PA, Energy Harbor, Frontier Utilities Northeast, Greenlight Energy, IDT Energy, Median Energy PA, National Gas & Electric, New Wave Energy, NTherm, Progressive Light and Power, Residents Energy, RPA Energy d/b/a Green Choice Energy, SmartEnergy Holdings, Spring Power & Gas, Statewise Energy, UGI Energy Svcs Inc/Energylink, and Xoom Energy Pennsylvania
WATER
<u>Other Private Water:</u> Appalachian Utilities, Conneaut Lake Park, Emporium Water Company, Hidden Valley Utility Services – Water, Manwalamink Water Company, Pocono Waterworks, Reynolds Water Company, Rock Springs Water, and Tri Valley Water Supply
<u>Other Municipal Water:</u> Borough of Point Marion, Borough of Schuylkill Haven, City of Bethlehem, City of Lock Haven Water Department, and Hanover Water Works
TELECOMMUNICATIONS
<u>Other ILECs:</u> Armstrong Telephone Company, North Penn Telephone Company, North-Eastern Pennsylvania Telephone, Pennsylvania Telephone Company, and TDS Telecom (Sugar Valley Telephone)
<u>Other CLECs:</u> Armstrong Telecommunications, AT&T Local, Clear Rate Communications, Frontier Communications CTSI, and Full Service Network
<u>Other Providers of Telecommunications Services:</u> Access Wireless (iWireless LLC) (ETC), AirTalk Wireless (f/k/a Feel Safe) (Airvoice) (ETC), American Broadband and Telecom (ETC), Assurance Wireless (Virgin Mobile) (ETC), Breezeline (f/k/a Atlantic Broadband) (VoIP), Comcast Digital Phone (VoIP), FastBridge Fiber LLC (CAP), QLink Wireless (ETC), Tag Mobile (ETC), TruConnect Wireless (Sage Telecom) (ETC), and Zito Media Voice (ETC)

Glossary of Terms

Automatic Customer Transfer (also known as Warm Transfer) – The process through which BCS can immediately and contemporaneously transfer a customer inquiry or service or billing complaint to a jurisdictional telecommunications public utility that has voluntarily elected to participate in such an arrangement.

Broadband – A communication channel using any technology and having a bandwidth equal to or greater than 1.544 Mbps in the downstream direction and equal to or greater than 0.128 Mbps in the upstream direction.

Change in Income – A decrease in household income of 20% or more if the customer's household income level exceeds 200% of the Federal poverty level or a decrease in household income of 10% or more if the customer's household income level is 200% or less of the Federal poverty level.

Competitive Local Exchange Carrier (CLEC) – A telecommunications provider that competes with incumbent local exchange telecommunications providers to provide local telecommunications service.

Consumer Complaint Rate – The number of Consumer Complaints per 1,000 residential customers.

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

Cramming – The submission or inclusion of unauthorized, misleading or deceptive charges for products or services on an end-user customer's local telecommunications bill.

Customer Assistance Programs (CAPs) – 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 billing credits may be applied to ongoing usage as long as the household remains current and timely in paying its monthly CAP payments. CAP charges may take the form of a discounted price on actual usage on either all or a portion of the usage,²⁶ a percentage of the monthly bill,²⁷ or a monthly amount that is calculated upon a percentage of the household income.²⁸ Percentage of income plans are correlated directly to the household's income and the 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 remains current and timely on their future CAP payments, the past debt is not collected and is forgiven in incremental amounts over time.

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

CURE (Customer & Utility Resolution Effort) Complaint – A voluntary program designed to better manage workload, improve customer satisfaction, and reduce costs. The utility contacts the complainant and attempts to achieve a resolution. If mutual satisfaction is reached, the utility and complainant notify BCS the informal

²⁶ Also referred to as "rate discount bill."

²⁷ Also referred to as "percent of bill."

²⁸ Also referred to as a "percent of income payment" (PIP).

complaint can be closed without further investigation, and the utility isn't required to submit a full utility report.

Electric Distribution Company (EDC) – The owner of the power lines and equipment necessary to deliver purchased electricity to the customer.

Electric Generation Supplier (EGS) – A person or corporation, generator, broker, marketer, aggregator or other entity that sells electricity, using the transmission or distribution facilities of an EDC.

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

Incumbent Local Exchange Carrier (ILEC) – A telecommunications utility that was providing local telecommunications service in 1996 to customers in a specific geographic area designated by the FCC and held a certificate from the PUC.

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

Infraction Rate – The number of informally verified infractions per 1,000 residential customers (includes infractions drawn from both Consumer Complaints and PARs).

Inquiries – Contacts to BCS that did not require follow-up investigation beyond the initial contact or call-back.

Justified Consumer Complaint Rate – The number of justified Consumer Complaints per 1,000 residential customers.

Justified PAR Rate – The number of justified PARs per 1,000 residential customers.

Local Exchange Carrier (LEC) – A public utility that provides basic telecommunications service. The term does not exclude the utility's provision of toll service in addition to basic service.

Low-Income Usage Reduction Program (LIURP) – An energy conservation and education program. Qualifying households receive an energy audit to assess household conditions 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.

Major Class A Water Utility – A non-municipal water utility with annual revenues of \$1 million or more for three consecutive years.

Major Electric Distribution Company (EDC) – An EDC with more than 100,000 residential customers.

Major Natural Gas Distribution Company (NGDC) – An NGDC with more than 100,000 residential customers.

Major Local Telecommunications Utility – An ILEC that served over 50,000 residential customers. The major local telecommunications utilities provided voice telecommunications service to most of the telecommunications access service lines.

Natural Gas Distribution Company (NGDC) – A natural gas utility regulated by the PUC that owns the gas lines and equipment necessary to deliver natural gas to the customer.

Natural Gas Supplier (NGS) – An entity other than an NGDC that sells, or arranges to sell, natural gas to customers using the distribution lines of an NGDC.

Non-Major Electric Utility – An EDC with less than 100,000 residential customers or an EGS.

Non-Major Natural Gas Utility – An NGDC with less than 100,000 residential customers or an NGS.

Non-Major Telecommunications Utility – An incumbent local exchange carrier that served less than 50,000 residential customers, a CLEC, a long-distance company, an IXC, a reseller, or an ETC.

Non-Major Water Utility – A municipal water utility or a non-municipal water utility with revenues of either less than \$1 million annually or greater than \$1 million annually for no more than two consecutive years.

Other Miscellaneous Reasons for Inquiries – This category includes, but is not limited to, contacts not requiring further investigation related to sales issues, Lifeline/Link-up, healthcare facilities, etc.

PAR Rate – The number of PARs per 1,000 residential customers.

PARs – Requests for payment arrangements principally include one of the following situations: suspension / termination of service is pending; service has been suspended/terminated and the complainant needs payment terms to have service restored; or the complainant wants to retire an arrearage.

People-Delivered Utility Service – Scheduling delays, conduct of personnel, and damages.

Problem Categories – A breakdown of residential Consumer Complaints by specific problem categories such as billing, credit and deposits, service quality, rates, etc.

Response Time in Days – The time span in days from the date of BCS's first contact with the utility regarding a complaint to the date the utility provides BCS with its report regarding the complaint. Response time quantifies the speed of a utility's response to BCS Consumer Complaints and PARs.

Significant Change in Circumstances – Any of the following criteria when verified by the public utility and experienced by customers with household income less than 300% of the Federal poverty level: (1) The onset of a chronic or acute illness resulting in a significant loss in the customer's household income. (2) Catastrophic damage to the customer's residence resulting in a significant net cost to the customer's household. (3) Loss of the customer's residence. (4) Increase in the customer's number of dependents in the household.

Slamming – The unauthorized switching of a customer's service provider or supplier. In telecommunications, slamming refers to changing a customer's local exchange carrier or primary long-distance service provider without the customer's consent. In electric and gas, slamming refers to changing the customer's supply provider without customer authorization.

Termination Rate – For the electric and gas industries, termination rate is the number of service terminations divided by the number of residential customers. For the telecommunications industry, termination rate is the number of service terminations per 1,000 residential customers.

List of Acronyms

<u>Acronym</u>	<u>Definition</u>
ALCOSAN	Allegheny County Sanitary Authority
BCS	Bureau of Consumer Services
CAP	Customer Assistance Program
CARES	Customer Assistance and Referral Evaluation Services
CLEC	Competitive Local Exchange Carrier
COLR	Carrier of Last Resort
CRS	Collections Reporting System
CSIS	Consumer Services Information System
CTS	Compliance Tracking System
CURE	Customer & Utility Resolution Effort
d/b/a	Doing Business As
DHS	Department of Human Services
DSLPA	Discontinuance of Services to Leased Premises Act
EDC	Electric Distribution Company
EGS	Electric Generation Supplier
ETC	Eligible Telecommunications Carrier
FCC	Federal Communications Commission
f/k/a	Formerly Known As
FPIG	Federal Poverty Income Guidelines
H2O	Help to Others
ILEC	Incumbent Local Exchange Carrier
LEC	Local Exchange Carrier
LECRS	Local Exchange Carrier Reporting System
LIHWAP	Low Income Household Water Assistance Program
LIURP	Low-Income Usage Reduction Program
Mbps	Megabits per second
NGDC	Natural Gas Distribution Company
NGS	Natural Gas Supplier
NLAD	National Lifeline Accountability Database
NOPR	Notice of Proposed Rulemaking
OALJ	Office of Administrative Law Judge
OCA	Office of Consumer Advocate
PAR	Payment Arrangement Request
PIP	Percent of Income Payment
PUC	Public Utility Commission
SNAP	Supplemental Nutrition Assistance Program
UCARE	Utility Consumer Activities Report and Evaluation
USAC	Universal Service Administrative Company
USF	Universal Service Fund
UTAP	Universal Telephone Assistance Program
VoIP	Voice over Internet Protocol

Appendices

Appendix A: Number of Residential Customers

2022-24 Number of Residential Customers Major Electric Distribution Companies

Utility	2022	2023	2024
Duquesne	545,897	548,072	550,437
Met Ed	515,226	518,166	520,973
PECO ⁺	1,538,908	1,548,540	1,554,567
Penelec	501,009	500,775	500,409
Penn Power	148,927	149,685	150,253
PPL	1,256,135	1,262,117	1,267,686
UGI Electric	55,122	55,185	55,308
West Penn	631,990	632,879	634,377
Total	5,193,214	5,215,419	5,234,010

+PECO statistics include electric and gas.

2022-24 Number of Residential Customers Major Natural Gas Distribution Companies

Utility	2022	2023	2024
Columbia	409,611	411,279	412,989
NFG	196,742	196,411	196,629
Peoples	594,250	594,658	596,064
PGW	487,335	483,705	481,593
UGI Gas	618,589	624,914	630,289
Total	2,306,527	2,310,967	2,317,564

Appendix A (Continued)

2022-24 Number of Residential Customers Major Water Utilities

Utility	2022	2023	2024
Aqua	412,598	415,431	419,093
PAWC	642,776	649,956	651,718
PWSA	99,183	100,986	100,800
Large Water Total	1,154,557	1,166,373	1,171,611
Audubon	2,695	2,655	2,656
Columbia	10,886	11,460	11,570
Community Utilities	2,651	2,657	2,662
Newtown Artesian	9,658	9,684	9,737
Veolia Bethel ⁺	2,452	2,453	n/a
Veolia PA ⁺	58,926	59,452	62,339
York	67,214	64,901	65,804
“Other Class A” Total	154,482	153,262	154,768
All Water Total	1,309,039	1,319,635	1,326,379

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

2022-24 Number of Residential Customers Major Local Telecommunications Utilities

Utility	2022	2023	2024
Brightspeed	82,160	74,044	63,673
Frontier Commonwealth	63,202	58,713	55,859
Verizon North	79,746	70,921	62,597
Verizon PA	372,782	332,083	285,695
Windstream	75,044	75,650	73,309
Total	672,934	611,411	541,133

Appendix B-1: Categories of Infractions for Electric, Gas, and Water

Billing and Payment – 52 Pa. Code §§ 56.2-Definition of Billing Month, 56.2-Definition of Billing Period, 56.11, 56.12(7)-(8), 56.15, 56.21(1)-(5), 56.22, 56.24, and 56.25

Credit Standards and Deposits – 52 Pa. Code §§ 56.31-35, 56.36(b)(1)-(2), 56.37, 56.38, 56.41, 56.42, 56.51, 56.53, and Title 66 § 1404

Dispute Handling – 52 Pa. Code §§ 56.2-Definition of Dispute, 56.2-Definition of Initial Inquiry, 56.141-152, 56.181, 59.21(f)(1), 59.21(f)(3) and 65.3(a)

Landlord / Ratepayer – 66 Pa. C.S.§§ 1521-1533

Liability – Bill Responsibility – 52 Pa. Code §§ 56.2-Definition of Applicant, 56.2-Definition of Customer, 56.191(d)-(e), and 56.285

Make-Up Bills – 52 Pa. Code §§ 56.14, 57.24, 59.22, and 65.9

Meter Reading – 52 Pa. Code §§ 56.12(1)-(6)

Reconnection of Service – 52 Pa. Code §§ 56.115, 56.191(a)-(c), 56.421, and Title 66 § 1407

Termination Grounds – 52 Pa. Code §§ 56.2-Definition of Delinquent Account and 56.81-83

Termination Procedures – 52 Pa. Code §§ 55.104, 56.21(6), 56.91-97, 56.99, 56.100, 56.111, 56.112, 56.114, 56.335, 56.340, and Title 66 § 1406

Transfer of Accounts – 52 Pa. Code §§ 56.16, 56.36(b)(3), and 56.72

Other – 52 Pa. Code §§ 54.73, 55.104, 56.1, 56.202, 56.71, 57.20, 57.22, 57.172, 57.174, 59.34, 59.36, 62.4, 65.7, 65.8, 75.37, 75.38, Title 66 §§ 1410.1, 1417, and 1501

Appendix B-2: Categories of Infractions for Telecommunications

Billing and Payment – 52 Pa. Code §§ 53.85, 64.1, 64.12-14, 64.16, 64.18-19, 64.24, and 64.53

Broadband – Title 66 § 3012-Definition of Broadband

Complaint Procedures – 52 Pa. Code §§ 63.1, 63.15, and 63.59

Customer Trouble Reports – 52 Pa. Code §§ 63.24, 63.57, and 64.52

Dispute Procedures – 52 Pa. Code §§ 64.2 Definition of Dispute, 64.141, 64.142, 64.153, 64.171, and 64.191

Migration – 52 Pa. Code §§ 63.201-221

Network Modernization Plans – Title 66 § 3014

Quality of Service – 52 Pa. Code §§ 63.14, 63.23, 63.53, and 63.63

Service Records – 52 Pa. Code § 63.22

Slamming and Cramming – 52 Pa. Code § 64.23

Suspension and Termination – 52 Pa. Code §§ 64.61, 64.63, 64.71-74, 64.81, 64.101, 64.102, 64.121-123, 64.133, and 64.181

Other – 52 Pa. Code §§ 63.21(a), 63.65(4), 64.192(3), Title 66 §§ 501(c), and 1501

Appendix C-1: Classification of Consumer Complaints for Electric, Gas, and Water

Billing Disputes – Complaints about bills from the utility: high bills, inaccurate bills or balances, installation charges, customer charges, service charges, repair charges, late payment charges, frequency of bills, and the misapplication of payment on bills.

Competition – Complaints about issues that are directly related to competition: enrollment/eligibility, application and licensing, supplier selection, changing/switching suppliers (includes slamming), advertising and sales, billing, contracts, and credit and deposits. This category also includes complaints about general competition issues such as consumer education, pilot programs, and restructuring.

Credit and Deposits – Complaints about a utility's requirements to provide service: the applicant must pay another person's bill; the applicant must complete an application; the applicant must provide identification; or the applicant must pay a security deposit. This category also includes complaints about the amount of or the amortization of a deposit, the payment of interest on a deposit or the failure of a utility to return a deposit to the customer.

Damages – Complaints about a utility's lack of payment or lack of restored property related to damages to equipment, appliances or property due to service outages, utility construction or repair, and improperly delivered or transferred service.

Discontinuance / Transfer – Complaints related to the responsibility for or the amount of bills after discontinuance or transfer of service: the customer requested discontinuance of service and the utility failed to finalize the account as requested or transferred a balance to a new or existing account from the account of another person or location.

Metering – Billing complaints directly related to the reading of or the failure to read the customer's meter and the accuracy of the meter readings (utility reading, customer supplied reading or misreading).

Other Payment Issues – Complaints about the amount of budget bills or the transfer of a customer's debt to a collection agency.

Personnel Problems – Complaints about performance by utility personnel: a utility representative did not finish the job correctly; a meter reader entered a customer's home to read the meter without knocking; utility personnel will not perform a requested service; business office personnel treated the customer rudely; and the utility mismanaged its operations. This category also includes complaints about sales such as appliance sales by the utility, as well as complaints about a utility's CAP program or procedures.

Rates – General or specific complaints about a utility's rates: general or specific rates are too high; the utility's rates are being used to recover advertising costs; or the customer is being billed on the incorrect rate.

Scheduling Delays – Complaints about problems with a utility's scheduling: delays in scheduling or repairing service or relocating poles, failures to keep scheduled meetings or appointments and lack of accessibility to customers.

Service Extensions – Complaints about line extensions or installation of service: the responsibility for line extensions, the cost and payment for line extensions, inspection requirements, delay in installation, connection or disconnection of service, and denial of service extensions.

Service Interruptions – Complaints about service interruptions: the frequency of service interruptions, the duration of interruptions or the lack of prior notice regarding interruptions.

Service Quality – Complaints about a utility’s product: the quality of the product is poor (water quality, voltage or pressure); the utility’s equipment is unsatisfactory or unsafe; the utility fails to act on a complaint about safety; the utility plans to abandon service; the utility does not offer needed service; the utility wants to change location of equipment; or the utility providing service is not certified by the PUC (de facto).

Termination or PAR Procedures – Complaints about termination and/or payment arrangement procedures: the customer claims no termination notice was received; the utility failed to honor a medical certificate; or there was a delay in reconnection after the bill was paid.

All Other Problems – All other complaints that do not fit into the above categories, including, but not limited to, credit application procedures.

Appendix C-2: Classification of Consumer Complaints for Telecommunications

Annoyance Calls – Complaints about the utility’s failure to resolve problems related to receiving unsolicited sales calls or harassing calls. This includes the utility’s failure to change the phone number or initiate an investigation and problems with auto dialers and fax machines.

Billing Disputes – Complaints about bills from the utility: high bills, inaccurate bills or balances, installation charges, customer charges, service charges, repair charges, late payment charges, frequency of bills, and the misapplication of payment on bills.

Competition – Complaints about changing/switching service providers, slamming, cramming, competition-related billing problems, contracts, competition-related service problems, and all other problems associated with competition in the telecommunications marketplace.

Credit and Deposits – Complaints about a utility’s requirements to provide service: applicant payment of another person’s bill, completion of an application, provision of identification or payment of a security deposit. This category also includes complaints about the amount of or the amortization of a deposit, the payment of interest on a deposit or the failure of a utility to return a deposit to the customer.

Discontinuance / Transfer – Complaints related to responsibility for or the amount of bills after discontinuance or transfer of service; utility failure to finalize the account as requested; or the utility’s transfer of a balance to a new or existing account from the account of another person or location.

Non-Recurring Charges – Complaints about one-time charges for installation of basic and/or non-basic services.

Service Delivery – Complaints about delays in service installations or disconnections of service and failures to keep scheduled appointments, lack of facilities to provide service, unauthorized transfer of service, unavailability of special services, and the rudeness of business office personnel.

Service Terminations – Complaints about suspension or termination procedures when there is no need for a payment arrangement.

Toll Services – Complaints about charges for local toll and/or long-distance toll services.

Unsatisfactory Service – Complaints about poor service quality, problems with the assignment of phone numbers, incorrect information in phone directories, equal access to toll network, and service interruptions and outages.

All Other Problems – All other complaints that do not fit into the above categories, including complaints about extended area of service (limited local calling area), rates (general or specific rates are too high or the customer is being billed on the incorrect rate), and sales of non-basic service (including the availability of certain services). Also included are complaints that were taken in by BCS but closed before they could be investigated because the complainant resolved the complaint with the utility or withdrew the complaint. In addition, some complaints are non-jurisdictional.

Appendix D: Inquiry Reason for Contact Categories in 2022 and 2023

Inquiry Reason for Contact Categories in 2022

Reason for Contact	Number	Percent*
Termination or suspension of service	3,532	20.8%
PUC has no jurisdiction	2,517	14.9%
Unable to open new PAR – service on	2,125	12.5%
Request for general information	1,465	8.6%
CAP inquiry/contact	1,344	7.9%
Billing dispute	1,081	6.4%
Competition issues and requests for information	671	4.0%
Rate protest	468	2.8%
Service (utility facilities)	419	2.5%
Applicant/deposit issue	400	2.4%
People-delivered utility service**	282	1.7%
Unable to open new PAR – service off	128	0.8%
Weather outage	17	0.1%
Rate complaint	0	0.0%
Cramming**	0	0.0%
Slamming**	0	0.0%
Other miscellaneous reasons***	1,445	8.5%
Reason for contact is not available	1,059	6.3%
Total	16,953	100.2%

* Total percent may be more or less than 100% due to rounding.

** Please refer to the Glossary of Terms.

*** Some of the Other category includes contacts related to Sales Issues, Lifeline/Link-up, Healthcare facilities, etc.

Inquiry Reason for Contact Categories in 2023

Reason for Contact	Number	Percent*
Unable to open new PAR – service on	3,341	19.3%
Termination or suspension of service	3,160	18.3%
PUC has no jurisdiction	2,951	17.1%
CAP inquiry/contact	1,484	8.6%
Billing dispute	1,329	7.7%
Request for general information	840	4.9%
Rate protest	557	3.2%
Applicant/deposit issue	382	2.2%
Service (utility facilities)	363	2.1%
Competition issues and requests for information	350	2.0%
People-delivered utility service**	302	1.8%
Unable to open new PAR – service off	191	1.1%
Weather outage	22	0.1%
Cramming**	2	<1.0%
Rate complaint	0	0.0%
Slamming**	0	0.0%
Other miscellaneous reasons**	1,211	7.0%
Reason for contact is not available	816	4.7%
Total	17,301	100.1%

* Total percent may be more or less than 100% due to rounding.

** Please refer to the Glossary of Terms.



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